

Information Management: Telecommunications

Telecommunications Management

The original form of this regulation was first published on 25 May 1995.			This UPDATE printing publishes a New Change 1, which is effective 31 July 1996. The strike-through and underscore method is used for the portions of the text that are revised.			For the Commander:  RICHARD L. TETERS, JR. <i>Colonel, GS</i> <i>Chief of Staff</i>  Official:  ROGER H. BALABAN <i>Director, Information Management</i>		
<b>Summary.</b> This regulation prescribes policies and procedures for telecommunications management within the United States Army Recruiting Command.			<b>Supplementation.</b> Supplementation of this regulation is prohibited.			<b>Distribution.</b> Distribution of this regulation has been made in accordance with USAREC Pam 25-30, distribution A. This regulation is published in the Recruiting Station Administration UPDATE.		
<b>Applicability.</b> This regulation is applicable to all elements of the United States Army Recruiting Command.			<b>Suggested improvements.</b> The proponent agency of this regulation is the Office of the Director of Information Management. Users are invited to send comments and suggested im-			provements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to HQ USAREC (RCIM-CE), Fort Knox, KY 40121-2726.		
<b>Impact on New Manning System.</b> This regula-			tion does not contain information that affects the New Manning System.					
<b>Contents</b> (Listed by paragraph number)			<b>Appendixes</b>			supervision and management of USAREC information management to include telecommunications programs, based upon policies contained in pertinent Army regulations, United States Army Information Systems Command (USAISC) directives, and direction provided by the USAREC Chief of Staff.		
Purpose • 1			<b>A. References</b>			b. Technical and managerial guidance for communications matters are provided by Information Management Directorate, Communications-Electronics Division, in the form of:		
References • 2			<b>B. HQ USAREC Toll Free Number and Communications Tips</b>			(1) Direct operational support.		
Explanation of abbreviations and terms • 3			<b>C. USAREC Labels and Posters</b>			(2) Initiating, researching, planning, and implementing new or upgrading existing telecommunications and data communications systems.		
Responsibility • 4			<b>D. Telephone Service Basis of Issue</b>			(3) Assuring the communications services received are the most efficient possible in terms of cost, configuration, and use.		
Policy • 5			<b>E. Property Accountability and Control of the Modular Telephone System Equipment</b>			(4) Providing advice and assistance on security of automation and telecommunication matters and conducting annual automation, security, and telecommunications inspections.		
General • 6			<b>Glossary</b>			c. The Information Management Directorate, Chief of Operations and Projects Branch, is assigned the additional responsibility of telecommunications control officer (TCCO) for communications services within Headquarters, United States Army Recruiting Command (HQ USAREC). In this capacity, the Chief of Operations and Projects Branch serves as the command representative on the Fort Knox Telecommunications Control Board. The TCCO is responsible for processing all communications re-		
Telephone controls • 7			<b>1. Purpose</b>					
Contracting and requesting telephone services • 8			This regulation prescribes policy and procedures for telecommunications management within the United States Army Recruiting Command (USAREC).					
Information Management Directorate, Operations and Projects Branch • 9			<b>2. References</b>					
Army-owned electronic key telephone equipment • 10			For required and related publications and blank forms see appendix A.					
Verification and certification of communications bills • 11			<b>3. Explanation of abbreviations and terms</b>					
Reimbursement for official telephone calls • 12			Abbreviations and special terms used in this regulation are explained in the glossary.					
Telephone toll calling cards • 13			<b>4. Responsibility</b>					
Collect calls • 14			a. The Director of United States Army Information Systems Command-United States Army Recruiting Command (USAISC-USAREC) serves in a dual capacity as a USAREC staff officer and the Director of Information Management (DOIM). The director is responsible for the					
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\*This regulation supersedes USAREC Regulation 25-10, 26 May 1992.

quests submitted by directorates, special staff sections, and special managed services, and forwarding those requests to DOIM, Fort Knox for staffing and action.

d. Commanders at all echelons are responsible for enforcing command policy and establishing internal controls to ensure that the proper and most economical use is made of official communications services. USAREC Fm 1048 (HQ USAREC Toll Free Number and Communication Tips) (see app B) will be issued to each person assigned to their activity. Commanders are also responsible for monitoring communications funding requirements and ensuring procedures are established so bills are processed promptly and forwarded for payment in time to avoid late charges.

e. The recruiting brigade (Rctg Bde) information management officer (IMO) is responsible for the administration of the telecommunications program within the Rctg Bde.

f. The recruiting battalion (Rctg Bn) TCCO is responsible for the administration of the telecommunications program within the Rctg Bn. Duties include keeping the Rctg Bn commander informed of the status of communications funding and telephone bill payment procedures, telephone planning and management, and coordination with local telephone companies.

g. Table 1 provides a summary of telecommunications responsibilities contained throughout this regulation. USAREC Fm 591 (Telecommunications Manager's Checklist) (fig 1) provides the TCCO and IMO a checklist for units being inspected.

## 5. Policy

a. The use of Department of Defense telephone systems (including calls over commercial systems which will be paid for by the Government), is limited to the conduct of official business. No other calls may be placed even if the employee's intention is to reimburse the Government for the cost of the call. To prevent abuse and comply with statutory requirements that all toll calls placed by the Government are "official business" and "necessary in the interest of the Government," the following type calls may be authorized as specified:

(1) Supervisors may certify toll calls to an employee's or soldier's residence by that employee or soldier as being official and necessary in the interest of the Government in a bona fide emergency such as death, injury, or illness of a family member, or any other serious unexpected occurrence which requires the employee's or soldier's immediate attention. Frequent or periodic calls for this reason must be avoided.

(2) Supervisors may also certify toll calls to an employee's or soldier's residence by that employee or soldier as being official and necessary in the interest of the Government to notify the employee's or soldier's family that he or she will not be home as originally scheduled, when the call is necessary for some reason other than mere courtesy, such as to arrange for additional

child care, rearrange or cancel previous appointments or obligations, or otherwise prevent a legitimate hardship from being imposed on the employee or soldier or his or her family; and there is some tangible benefit to the Government as a result of the call, such as preventing the employee or soldier from departing from his or her place of duty, and therefore losing productive work time for a substantial period. Part of the test of officiality should be frequency and duration of the call. Calls longer than 5 minutes are suspect and should generally be considered unofficial.

(3) Government telephone service includes official telephone instruments, official telephone numbers, official telephone billing numbers, Government credit cards, and Government-owned or leased circuits.

b. Monitoring or recording of any telephone conversation without prior consent of all parties to the conversation is prohibited. Monitoring or recording also applies to use of speaker phones and telephone extensions.

c. Each Rctg Bde, Rctg Bn, and the United States Army Recruiting Support Command (RSC) will appoint a TCCO and alternate by memorandum. Appointments will be accompanied by an appropriate memorandum. The TCCO function in the Rctg Bde will be assigned to the Headquarters Commandant and in the Rctg Bn to the support services specialist. In Rctg Bns without a support services specialist, the administrative and logistics officer will be designated the TCCO. The TCCO and alternate TCCO will be an officer or civilian, grade GS-7 or above. One copy of each appointing memorandum including name, rank, and telephone number will be forwarded to HQ USAREC (IM-CE-OP), Fort Knox, KY 40121-2726, with an information copy to the Rctg Bde IMO, where an up-to-date roster of Rctg Bn TCCO will be maintained.

d. HQ USAREC, Rctg Bdes, Rctg Bns, and the RSC TCCO will consult with and obtain approval from HQ USAREC, Information Management Directorate, Operations and Projects Branch Communications Manager, before requesting or ordering any assistance from a servicing telephone company or any other communication vendor when such order or assistance may result in the expenditure of Army funds.

e. Actions which result in the ordering and procurement of equipment and/or services from the servicing telephone company without prior authorization that are not processed through HQ USAREC, Information Management Directorate, constitute irregular procurement actions and are strictly prohibited.

f. Communications will be an area of special interest during command information management, inspector general, resource management and logistics inspections, assistance, and training visits.

g. Any deviation from the provisions of this regulation will require a memorandum of exception from HQ USAREC, Information Management Directorate.

h. Memorandums of exception are valid for 1

year and must be renewed annually or by 1 October of each year.

i. Organizations which have undergone major telephone rearrangements and/or moves shall not submit new work requests for a 6-month period without detailed justification showing a mission-related requirement. Such requests must be processed as an exception to policy.

## 6. General

a. Whenever possible, telephone service for which toll (long distance) charges are not billed, will be used as the primary means of voice communication.

b. Where Defense Switched Network (DSN) service (previously called AUTOVON) is available, it should be utilized to place official long-distance telephone calls. DSN calls may sometimes be placed to locations not having DSN service by a military switchboard operator with the request to place an "official off-net call." However, military switchboard personnel are not obligated to place off-net calls if it is contrary to local policy. This service may be used by assigned advertising contract personnel.

c. All calls will be completed in the minimum time required to complete official business.

d. Individuals placing long-distance calls should preplan their conversations and have reference material on hand. If calls are routinely placed to the same office, plan to make the call when the called party is likely to be available to eliminate callbacks and, when appropriate, leave a message if the called party is out.

e. All calls must be placed over the most economical media provided. The priority for use of long-distance telephone facilities, where more than one type of service is available, is as follows:

(1) DSN.

(2) Wide Area Telephone Service (WATS).

(3) Commercial (direct distant dialing (DDD)).

f. Consistent with mission requirements, communications economy will be the primary consideration in determining which service is to be used.

## 7. Telephone controls

Commanders at all echelons are responsible for proper use of official telephone service. To establish and maintain control, the Rctg Bn commander or the designated TCCO will accomplish the following actions:

a. Establish procedures to ensure that all personnel are required to read and acknowledge rules concerning acquisition and use of Government telephone service.

b. Conduct orientation training for newly assigned personnel.

c. Ensure the provisions of this regulation are enforced.

d. Require all personnel to read and understand this regulation.

e. Require that personnel who make unofficial calls, reimburse the Government for the cost of the calls plus associated taxes (when applicable). The commander will ensure repeated vio-

lators are counseled and/or disciplined as appropriate under the UCMJ, Article 15, for military, and AR 690-700, chapter 751, paragraph 12, for civilians.

f. Establish procedures which ensure facsimile and data transmissions are properly controlled and use the most economical communications means available. Only documents which are time sensitive and of minimum length should be transmitted electronically.

g. Ensure that third party calls are not made. When toll calls must be placed after duty hours away from the recruiting station (RS), the recruiter will pay for the call and submit this expense on SF 1164 (Claim for Reimbursement for Expenditures on Official Business). Recruiters are not authorized to place local coin collect calls to their duty station. Expenses incurred while on temporary duty (TDY) will be filed on the appropriate travel voucher.

h. Ensure USAREC Poster 5 (Is This Call Official?) is affixed to each telephone in a highly visible location (see app C).

i. Ensure USAREC Label 9 (Communications Reminder) and USAREC Label 12 (Electronic Key Service Unit Warning Label) are affixed to all modular telephone systems (MTS) and customer premise equipment (CPE) electronic key telephone sets (EKTS) in accordance with appendix C.

j. Ensure messages recorded on telephone answering devices do not authorize or encourage collect calls.

## **8. Contracting and requesting telephone services**

a. The Rctg Bn TCCO is authorized to contact the local telephone company, vendor, or communications representative to obtain estimated costs for requested services (to be included in the request for service (RFS)), coordinating dates of service, and resolving billing problems. TCCO at HQ USAREC, Information Management Directorate, Operations and Projects Branch, are delegated authority by USAISC as procurement contracting officers (CO). They are the only legally designated representatives of the CO and are authorized to contract for telephone services which will result in the expenditure of funds for USAREC activities.

b. All requests for communications services will be processed through the TCCO. RS and recruiting company (Rctg Co) commanders will submit their requirements to the TCCO at Rctg Bn. The TCCO will ensure that a separate request is prepared for each activity using the memorandum format provided at figure 2, to include appropriate fund cite. RFS should be sent to HQ USAREC (RCIM-CE-OP) and a copy furnished to the Rctg Bn IMO.

c. Installation or modification of equipment and/or service without proper authorization constitutes an irregular procurement action and is strictly prohibited. All requests for communications service must be submitted at least 30 days prior to the desired service date to allow sufficient

time for ordering and telephone company installation. Every effort will be made to shorten the lead times for urgent or emergency requests. Telephonic coordination with the Information Management Directorate, Operations and Projects Branch, prior to submission of an urgent or emergency request is authorized to expedite handling. All requests handled in this manner must be fully documented and submitted in writing within 3 working days following the telephonic request. TCCO must submit RFS in a timely manner so that telephonic requests are the exception and not the rule.

d. USAREC personnel are not authorized to request telephone installation personnel to deviate from an approved work order. If a change is required, Information Management Directorate, Operations and Projects Branch, must be contacted to approve of and arrange for the change. All telephone work order requests will be submitted in accordance with appendix D, figure 2, and figure 3. Telephone service requests involving interoffice relocation of services requires an exception to policy and detailed justification explaining why it is mission essential.

e. Telephone communications costs for guidance counselors (GC) and recruiting liaison personnel (e.g., United States Intelligence and Security Command representatives) located at Military Entrance Processing Stations (MEPS) will be funded by the recruiting organization to which personnel are assigned.

f. In-service recruiters and USAREC liaison noncommissioned officers at reception battalions will submit RFS to the local DOIM, communications-electronics activity servicing the post. These requests for commercial service will be submitted through the Rctg Bn TCCO who will forward to HQ USAREC (RCIM-CE-OP) for processing.

g. When a telephone is authorized and located in a room that cannot be adequately secured, it will be equipped with a disconnect feature (jack). The instrument must be kept in a secure container (e.g., locked desk) when the recruiter is not present. Telephone service provided at these locations will be reviewed by the Rctg Bn TCCO at least semiannually to ensure that it is still mission essential. When no longer required, a request must be forwarded to HQ USAREC (RCIM-CE-OP) to remove the service. Telephone service is not authorized at flag stops.

h. A basis of issue (BOI) for communications equipment has been established for each level of command below the Rctg Bde (see app D). Only HQ USAREC, Information Management Directorate, Operations and Projects Branch, is authorized to approve requests for commercial telephone service. Requests for communications services which exceed the BOI require a request for exception to policy, and all requests for special managed services as outlined in i(3) below require detailed justification and must be submitted through channels to HQ USAREC (RCIM-CE-OP). Telephone service for USAREC

personnel located on military installations must be coordinated with the local post DOIM activity responsible for providing information management support at that post, authorization and/or approval for commercial service, for which funds are expended by USAISC-USAREC remain with USAISC. Class and number of lines authorized by post DOIM activities remains with the post.

i. Instructions for preparation and submission of requests for various voice communications services are as follows:

(1) Military telephone service. RFS for all USAREC activities located on a military installation will be submitted by the user to the local post DOIM activity using DA Form 3938 (Local Service Request (LSR)) (see fig 3). Coordination with post DOIM is required for assistance and proper forms.

(2) Commercial telephone service.

(a) A determination of cost should be considered prior to submitting the RFS.

(b) All requests for commercial telephone service must be submitted in the memorandum format provided at figure 2. If a DA Form 3938 is required it will also be forwarded (see fig 3).

(3) DSN, WATS, foreign exchange (FX) lines, and off-premise extensions (OPX) are special managed services which require the approval of HQ USAREC, Information Management Directorate; Headquarters, United States Army Information Systems Command (HQ USAISC); and the United States Army Commercial Communications Office (USARCCO). Requests for these services are to be prepared using the memorandum format at figure 2. Detailed justification listing the benefits to be gained by adoption of the proposed service is required and must be included with the request. A copy of commercial telephone bills for the most recent 3 months of billing must be attached. An economic analysis will be conducted by HQ USAREC (RCIM-CE-OP) to ensure that the requested service is mission responsive and cost effective.

(4) Requests for voice communications services not listed above will be prepared in accordance with the memorandum at figure 2 and submitted through channels to HQ USAREC for consideration.

j. HQ USAREC issues DD Form 1367 (Commercial Communications Work Order) to the servicing telephone company for each valid and approved RFS received from field activities. The TCCO shall provide a copy of DD Form 1367 to the service location (e.g., Rctg Co or RS). The service location commander shall complete DD Form 1367 properly annotating the date work was completed, and recording the telephone company work order number (obtained from telephone company installer at the time work is rendered). The properly annotated form must be returned through the TCCO to HQ USAREC with a copy provided to the Rctg Bde IMO. The "completion information" is required by HQ USAREC and HQ USAISC in order to update the appropriate communications service authorization (CSA). Service to an existing CSA does not

require a CSA update prior to payment. The TCCO will send the completed DD Form 1367 to HQ USAREC within 3 working days after requested service has been completed.

k. TCCO will initiate action to avoid and/or reduce telecommunications costs. Some examples are as follows:

(1) Local taxes on Government telephone bills. A letter requesting tax exempt status to each telephone company is mandatory and a copy will be kept on file by the TCCO.

(2) Information calls. Use of information (411 and 555-1212) service must be held to a minimum.

(3) Bill consolidation. Each TCCO will attempt to consolidate bills to a minimum number per RS. Contact HQ USAREC, Information Management Directorate, Operations and Projects Branch, for further guidance.

## **9. Information Management Directorate, Operations and Projects Branch**

a. Personnel assigned to the Operations and Projects Branch, Information Management Directorate, HQ USAREC, are the only authorized personnel within USAREC to act on behalf of the CO, HQ USAISC as telecommunications coordinators. They are the issuing authority for DD Form 1367 and for requesting CSA on behalf of USAREC activities. They are also responsible for sending properly validated service requests to HQ USAISC. Telecommunications specialists assigned to the Operations and Projects Branch are appointed and authorized to act as telecommunications coordinators in accordance with the provisions of the Federal Acquisition Regulation (FAR) under the technical supervision of the Chief, Office of Acquisition, HQ USAISC. They are responsible for preparing the appropriate portions of DD Form 1367 as outlined in the FAR and HQ USAISC pamphlets.

b. TCCO are responsible for reviewing CSA on a continuing basis to ensure any changes (prices, addresses, etc.,) which require a modification are promptly reported to HQ USAREC, Operations and Projects Branch. TCCO will annotate changes on a copy of the CSA (red line old data, input new data using black or blue ink), and forward to HQ USAREC for review and processing. TCCO will ensure each CSA is sent to HQ USAREC for an annual review on a scheduled basis.

c. RFS that exceed the maximum limit/communications service authorization are forwarded by HQ USAREC, Information Management Directorate, Operations and Projects Branch, to HQ USAISC (DCO-DN), Fort Huachuca, AZ 85613-5000, for processing.

## **10. Army-owned electronic key telephone equipment**

a. MTS. MTS is a Government-owned EKTS, Inter-Tel Model GLX 6/12, which is installed in USAREC Rctg Cos, RS, and some GC activities. The MTS will not be used to provide communications within Rctg Bde or Rctg Bn

command groups, or for any other purpose except as stated in this regulation without written approval from HQ USAREC (RCIM-CE). Each MTS consists of a key service unit (KSU), electronic keysets, and associated apparatus. The MTS is a user install and program project. Rctg Co commanders, RS commanders, and senior GC will ensure that the MTS is installed, programmed, and maintained in accordance with the Implementation Plan for the Modular Telephone System, dated October 1986, and the instructions in the manufacturer's manuals. When a recruiting activity relocates or closes, recruiter personnel will deinstall, transport, and install the MTS equipment at the new location (requests for relocation of lines and/or jacks will be submitted through channels as prescribed by para 8).

(1) Accountability and control. Property accountability of the MTS equipment will be in accordance with AR 710-2, DA Pam 710-2-1, and USAREC Reg 735-3, which requires property book and hand receipt control. The MTS equipment will be recorded in the Rctg Bn property book. In accordance with USAREC Reg 735-3, the Rctg Bn property book officer (PBO) will hand receipt the equipment to Rctg Co commanders, who in turn will hand receipt the equipment to RS commanders. Quantities of the MTS equipment shall be issued in accordance with the current tables of distribution and allowances (TDA) and appendix E. Loss of, or damage to the MTS equipment through negligence or misconduct may result in a statement of charges against the responsible individual. MTS equipment destroyed by fire, flood, terrorism, or acts of God shall be reported within 5 workdays to HQ USAREC (RCIM-CE) with a copy provided to the Rctg Bde IMO.

(2) Standby equipment. Standby equipment is authorized in accordance with AR 71-13 to ensure continuous operations. Therefore, each Rctg Bn is authorized to maintain a 15 percent float of the TDA authorization for KSU and Inter-Tel telephones to form a standby equipment pool. This float equipment shall be recorded in the TDA and property book. They shall be used to replace defective equipment in accordance with (8) below, and to provide telecommunications support for newly authorized RS opened within the Rctg Bn geographical area. When an RS is closed, the MTS equipment shall be returned to the PBO for replenishing the standby equipment pool.

(3) Operational control. Upon completion of installation, the MTS equipment shall be placed under the operational control of the respective Rctg Bde IMO. The IMO shall be responsible to ensure that Rctg Bns comply with the provisions of this regulation as it pertains to the MTS.

(4) Installation. Users shall install the MTS equipment in accordance with the Implementation Plan for the Modular Telephone System, dated 30 October 1986, the MTS training film, and the manufacturer's manuals. Cable clips and tie-wraps shall be used to bundle and secure

line and station cords into a safe and neat configuration. The Rctg Bn PBO is responsible for requisition, stockage, and issuance of the above items. The Rctg Bn PBO is further responsible for requisition, stockage, and issuance of five each 1-ampere, 250 volt fuses, and five each 2-ampere, 250 volts fuses for each KSU. All items referred to in this paragraph shall be issued with each MTS.

(5) Installation of the Army Recruiting Voice and Data Switch (GUSBOX).

(a) The Army Recruiting Voice and Data Switch (GUSBOX) should be installed with all MTS. The switch provides connectivity for Army Recruiting and Accession Data System (ARADS) equipment, answering device, and facsimile equipment when authorized. It provides a dedicated noninterrupted ARADS connection. It reduces telecommunications costs by providing access to existing lines for multipurpose usage. Also, it simplifies MTS equipment troubleshooting procedures. The PBO should not issue the MTS without the approval of the Rctg Bn TCCO.

(b) There is no maintenance contract for the switch. Rctg Bn PBO should ship defective switches for direct exchange to HQ USAREC (RCIM-CE-OP).

(c) Installation instructions have been provided to each Rctg Bn. Users are encouraged to use the MTS Hot Line for installation and troubleshooting assistance.

(6) Programming the MTS. Programming of the KSU and/or telephone instruments will be in accordance with the manufacturer's manuals. Three manufacturer's manuals are provided with each MTS. The manuals contain procedures for installation, feature programming, operation, and maintenance to ensure complete and effective use of the MTS. Initialization is a required programming feature for basic operation (#012). NOTE: Although the MTS has the capability for music on hold, call and/or room monitoring, use of these features are strictly prohibited throughout the command.

(7) Preventive maintenance (PM) and troubleshooting. PM and troubleshooting instructions are provided in the manufacturer's manuals. These instructions contain procedures for users to perform PM, fault detection, and isolation. It is essential that proper troubleshooting procedures be established and followed in accordance with the manufacturer's instructions. Proper system diagnosis may prevent an expensive service call to the local telephone company when the MTS station equipment is at fault. Rctg Co and RS commanders plus GC must ensure that unwarranted service calls are not made. Proper diagnosis by MTS users will decrease maintenance problems, increase system availability, and save USAREC valuable maintenance dollars. For MTS troubleshooting assistance contact the USAREC MTS Hot Line, Rctg Bn TCCO or PBO, or the Rctg Bde IMO.

(8) Maintenance exchange procedures. MTS equipment requiring maintenance will be re-

turned by the user to the Rctg Bn PBO for direct exchange. In turn, the Rctg Bn PBO and TCCO will test the equipment using the MTS Test Facility established at each Rctg Bn, to verify the equipment defect before shipping the equipment to the designated maintenance contractor. Maintenance for the MTS equipment is negotiated annually and contract implementation procedures are provided to each Rctg Bn PBO. These procedures will normally include the address and telephone number of the maintenance contractor, shipping documentation instructions, and maintenance reporting procedures required by the contract administrator (i.e., USAREC Fm 980 (Equipment Monthly Maintenance Log)). Transportation charges of MTS equipment to the maintenance facility will be paid by the Army. MTS equipment must be returned to the contractor by the Rctg Bn PBO in the original shipping container. All shipments must conform to AR 746-1 and DA Pam 740-1 in regards to packaging and shipping of Government-owned electronic material. Transportation charges for return of the repaired equipment from the maintenance facility to the Government will be borne by the contractor.

(9) The TF505 Autoswitch. The installation of the TF505 Autoswitch at each Rctg Bn provides for the multipurpose use of the Rctg Bn facsimile telephone line. This is an economy measure. The switch is designed to permit three telephone devices to be attached to a single line, one of which is the Rctg Bn facsimile machine. The other two devices connected require only minimum usage of the telephone line. One of the devices is the Rctg Bn Test KSU used to verify defects of Rctg Bn MTS equipment before shipping to the maintenance facility.

(10) USAREC Label 9 and USAREC Poster 5 shall be affixed to each MTS electronic keyset (telephone instrument) in accordance with figure C-1. USAREC Label 12 shall be affixed to the MTS KSU immediately below the INTER-TEL logo on the KSU in accordance with figure C-2. The Rctg Bn PBO is responsible for requisition, stockage, and issuance of the aforementioned items. The Rctg Bn PBO is also responsible for ensuring that these items are affixed to MTS electronic keysets and KSU.

(11) Maintenance Hot Line. HQ USAREC (RCIM-CE) has established a hot line telephone number which is to be used by recruiter personnel to assist them in maintenance and programming problems of a technical nature. The hot line is operational 0730 to 1600 (eastern time) during normal workdays. Hot line numbers are DSN 536-1077, toll free 1-800-223-3735, extension 6-1077, or commercial (502) 626-1077. Users of the MTS are authorized and encouraged to contact maintenance hot line personnel directly rather than attempting to relay information through intermediaries.

**b. CPE.**

(1) CPE is the common name given to those Government-owned EKTS which are installed in USAREC Rctg Bns and GC activities which are

authorized more than six voice telephone lines. Each CPE system consists of KSU, 10-, 20-, and/or 34-button electronic keysets, and interconnecting wiring and cabling.

(2) Accountability and control. The Rctg Bn PBO shall enter the CPE on the Rctg Bn property book as Information Mission Area (IMA) equipment in accordance with AR 25-1 and issued by hand receipt to the hand receipt holders. CTA 50-909 includes IMA equipment and has become the authorization document under which CPE will be accounted for and controlled. The CPE shall be issued in accordance with this regulation and the BOI authorized based on the appropriate TDA.

(3) Standby equipment. Each Rctg Bn and GC activity in which the CPE is installed, is authorized two each 10-button electronic keysets to ensure continuous operations in accordance with AR 71-13.

(4) Installation and programming. Initial installation and programming of the CPE will be accomplished by the contractor. Thereafter, maintenance, relocation, and reprogramming of the CPE shall be accomplished in accordance with (6)(b) and (c) below.

(5) USAREC Label 9 and USAREC Poster 5 shall be affixed to each CPE electronic keyset (telephone instrument) in accordance with figure C-1. The Rctg Bn PBO is responsible for requisition, stockage, and issuance of the above items. The PBO is responsible for ensuring that users affix these labels to electronic keysets under their control.

**(6) Maintenance.**

(a) Contract maintenance. Maintenance on CPE is provided by contract. The Rctg Bn PBO and TCCO will follow the memorandum of instruction provided with the contract.

(b) Installations and relocations. The Rctg Bn PBO and TCCO shall submit an RFS through the Rctg Bde IMO for installation and relocation of CPE equipment to HQ USAREC in accordance with paragraph 8c.

(c) Programming. The Rctg Bn PBO and/or TCCO with an Eagle telephone system will provide an RFS with the needed changes and a copy of the present Eagle set form maintained at the Rctg Bn. Users of the Merlin, Comdial, Tie, and ITT systems will submit an RFS.

(d) Certification of maintenance. For either warranty maintenance or contract maintenance, the PBO shall certify that the maintenance has been performed satisfactorily by signing the contractor's maintenance work order. Should the contractor fail to satisfactorily perform the maintenance, the PBO shall not certify the work order as complete, and shall immediately contact the Chief, Operations and Projects Branch, Communications-Electronics Division, HQ USAREC, for further instructions.

**11. Verification and certification of communications bills**

a. Telephone companies submit bills for services for which a charge is made. It is of utmost

importance that these bills be verified for correctness, processed, and forwarded as quickly as possible to the paying agency so payment to telephone companies are not unnecessarily delayed and late payment charges are avoided.

b. The TCCO will prepare and distribute a listing of frequently called numbers and exchange prefixes (123-XXXX) that are within the geographical area of operation of each recruiting facility. The list will be distributed and maintained at each recruiting activity (i.e., MEPS, Rctg Co, RS, etc.). The list will also include the telephone numbers (i.e., (502) 123-XXXX) of each unit in the chain of command (e.g., each Rctg Co, Rctg Bn, Rctg Bde, and HQ USAREC), as well as the servicing MEPS and other frequently called numbers. The prefix listing data can be obtained from the recruiters and must be kept current.

c. A random 10 percent sample of telephone bills shall be verified against the prefix listing for that RS, specifically looking at unusually long calls, repetitive calls out of state, 900, 976, etc.

d. Procedures for verifying and certifying telephone bills for RS, Rctg Cos, and Rctg Bns are as follows:

(1) All bills will be screened by the TCCO for possible errors in billing by the telephone company. Errors noted will be brought to the immediate attention of the telephone company by the TCCO. A distinguishing mark will be placed beside each call listed on the bill that is outside the area of operation, unit, or its chain of command. Collect calls will be marked. Ten percent of the telephone bills received each month will be randomly selected and a 100 percent audit completed. A record of which bills were audited will be retained by the TCCO. The remaining bills (90 percent) will be screened for waste, fraud, and abuse. If a pattern of abuse (five percent of telephone calls) is noted during the screening, a further audit of that bill shall be conducted. During the screening process, special attention should be focused on the types of calls.

(a) Calls to 900 and 976 exchanges are not authorized (i.e., Dial-a-Joke, Dial-Porn, etc.). The TCCO will initiate action to block 900 and 976 calls. For those locations that charge a nominal or one-time fee, the TCCO will contact HQ USAREC, Information Management Directorate, Operations and Projects Branch, for guidance. Blocking of all 900 and 976 calls on the Eagle telephone systems is available through Eagle programming by HQ USAREC, Information Management Directorate, Operations and Projects Branch.

(b) Excessive holding time (calls longer than 10 minutes). Holding time is measured from the time the called party answers to the time the party hangs up.

(c) Repetitive calls to areas outside the chain of command or area of operation.

(d) Overseas calls (must be approved by Rctg Bn or Rctg Bde TCCO or their designated representatives).

(e) Third party calls (not authorized).

(f) Person-to-person collect calls (not author-

ized (see para 14)).

(g) Excessive collect calls, more than five a month, may indicate abuse or encouragement of collect calls.

(2) The TCCO verifies the telephone bill selected for audit and finds all toll telephone calls to be official. The TCCO certifies that the calls are official and forwards the bill (summary sheet only), via transmittal memorandum, to the Rctg Bde for payment.

(a) On the telephone bill (summary sheet) or invoice, include the following statement: "I certify that this bill has been verified, that the services covered herein have been duly provided, and that the bill, with adjustments, if any, is true and correct to the best of my knowledge. I further certify that the official toll calls listed hereon were necessary in the interest of the Government."

(b) The TCCO will sign his or her signature beneath this statement and process the bill (summary sheet only) for payment in accordance with established procedures.

(3) If the TCCO discovers after payment of the bill that an unofficial call was made and inadvertently paid by the Government, the TCCO will contact the appropriate telephone company to determine the state and local tax charges and late charges, if applicable, for the call(s) which will be paid to the telephone company by the individual who made the unofficial call(s). The individual will submit a certified check or money order, payable to the finance and accounting officer (FAO), to the TCCO who will forward the check to the Rctg Bde (Comptroller), who in turn will forward the payment to FAO for the telephone company.

(4) If it appears that unofficial calls may have been made on the telephone bill, the TCCO will attempt to investigate in accordance with (6)(d) below. If the investigation can be completed in sufficient time to permit resolution of the investigation and payment of the bill without incurring late payment interest charges, the TCCO does so. If the bill due date will occur before resolution of the questionable calls, the TCCO will reduce the bill by the amount of the suspected calls to expedite bill payment and annotate the bill with the following statement which identifies calls on the telephone bill(s) which are under investigation, but allows payment of the official calls on the bill: "I certify that the toll calls listed on the bill (or these bills), unless circled in red, were approved for the purpose of conducting official business of the Government (31 USC 680a)."

(a) While investigating calls suspected to be unofficial, assistance from the local telephone company may be required. TCCO coordination with the telephone company is encouraged. Pursuant to the provisions of 31 USC 1348, appropriated funds are to be expended only for calls that are official in nature.

(b) If, after investigation, it is determined that questionable calls were official, the bill will be certified in accordance with (2) above. Payment for these calls, if official, occurs in accordance with regular processing procedures. Coordina-

tion to determine late charges on the questionable calls, if any, should occur between the TCCO and the applicable telephone company. The TCCO will forward a copy of the entire original bill, in which the call is circled in red, to the Rctg Bde (Comptroller) via transmittal memorandum for payment.

(c) If after investigative efforts, it is not possible to identify the call(s) as official and the questionable call(s) cannot be attributed to an individual, the TCCO will forward a listing of these calls to the telephone company with a written statement: "Investigation does not substantiate either payment pursuant to 31 USC 1348 or further collection efforts by this activity. Any further investigative action will be at the discretion of the telephone company."

(5) If a bill is noted with unofficial calls, a copy of the bill and other supporting papers should be held at the Rctg Bn headquarters until the collection action has been completed and the case is closed. When the case has been closed, all bills, vouchers, and related papers shall be filed for a minimum period of 2 years from the close of the case utilizing file number 25-1x.

(6) For those calls determined by the TCCO to be unofficial, action will be initiated through the individual's supervisor to recover all costs and applicable taxes associated with the call (i.e., while the Government should not pay local and federal taxes, calls determined unofficial and to be paid for by private military and civilian personnel are subject to both state and federal taxes). Collection of toll costs and associated taxes does not preclude additional disciplinary action. Procedures for collecting the charges are as follows:

(a) The TCCO will provide written notification through the individual's supervisor using USAREC FL 150 (Unauthorized Toll Calls) (see fig 4).

(b) The individual will be given up to 5 working days to render reimbursement or provide a rebuttal to the official notification. If response is not received within 5 working days, collection action will be initiated.

(c) Payment shall be made by certified check or money order to the order of the supporting FAO. In some cases, reimbursement will be made through the local TCCO in accordance with guidelines established by the post DOIM. If a rebuttal is submitted, the commander will make a final decision on what action should be taken. Calls which cannot be certified as official, or are identified as personal, must be deleted from the telephone bill. The telephone company providing service must be notified of unidentified calls and provided with a list of these calls.

(d) For calls which cannot be clearly identified as official or unofficial by the time telephone bill payment is required, the TCCO will reduce the bill by the amount of the calls to expedite bill payment. The remaining calls will be certified in accordance with (2) above and a listing of the questionable calls forwarded to the telephone company.

(e) Repeated abuse of telephone service will

be brought to the immediate attention of the Rctg Bn commander and the Rctg Bde IMO.

NOTE: USAREC employees that are represented through a collective bargaining unit (union) will have appropriate consultation with that bargaining unit representative. At that time, if provisions of this paragraph conflict with the terms of the bargaining agreement, the collective bargaining agreement shall take precedence.

e. Activities located on military installations will follow procedures established by the local post DOIM.

f. Copies of each certified bill, payment vouchers, and related correspondence will be retained for a minimum of 2 years, by the TCCO, utilizing file number 25-1x.

## **12. Reimbursement for official telephone calls**

Charges for official local and long distance telephone calls for USAREC personnel (military and civilian) are reimbursable. Charges for calls placed to or from cellular telephones by persons not authorized such phones will be nonreimbursable. Methods of reimbursement are as follows:

a. Recruiters performing normal duties in and around the geographical boundaries of the duty station shall utilize SF 1164 (USAREC Suppl 1 to AR 37-106, para 19-13).

b. Individuals performing TDY in a travel status (on official orders) shall submit a claim for reimbursement on DD Form 1351-2 (Travel Voucher or Subvoucher) in accordance with applicable Joint Travel Regulations (i.e., military - JFTR, Vol 1, para 4305; civilian - JTR, Vol II, para C4707).

c. Individuals performing official duties away from their normal duty stations within local travel area (usually TDY of 10 hours or less, not on official orders) shall submit an SF 1164.

d. Procedures for reimbursing the contractors shall be in accordance with the terms of their contract.

## **13. Telephone toll calling cards**

a. Calling cards are authorized for use in USAREC as an "exception to policy" only. Requests for calling cards, containing detailed justification, must be submitted in writing through HQ USAREC (RCIM-CE) to the Chief of Staff, who is the validation authority for the command. (Exceptions have previously been authorized for Rctg Bde commanders, deputy commanders, Rctg Bde Command Sergeants Major, Chiefs of Staff, Rctg Bn commanders, sergeant majors, nurse counselors, and nurse recruiters.) If a request for exception to policy is approved, the issuing authority for the calling card is HQ USAREC, Communications-Electronics Division, Operations and Projects Branch. A premium charge applies to calling card calls. When placing an operator assisted calling card call, do not tell the operator you wish to speak to a specific person or office as this will incur an even higher charge. Whenever possible, DDD should be utilized. Since there are several telephone

companies charging exorbitant rates, when utilizing a pay telephone to place calling card calls, ensure the operator assisting you is with the long distance carrier that issued the card. Using the calling card to call directory assistance is prohibited.

b. The following information must be furnished to HQ USAREC (RCIM-CE) at the time the calling cardholder departs USAREC:

- (1) Cardholder's name.
- (2) Calling card number.
- (3) Effective date of transfer.
- (4) Calling card to be transferred to.

c. In compliance with AR 710-2, paragraph 2-5a, this regulation is the authority citation for calling cards to be listed as accountable property, therefore they must be recorded on property books by Rctg Bde and Rctg Bn PBO prior to issuing to the individual concerned.

#### 14. Collect calls

a. Although collect calls are an important recruiting tool that may be both mission responsive and cost effective, each collect call does incur a surcharge that varies from \$1.25 to \$1.65 depending on the distance called. One unnecessary expense that can be eliminated is the person-to-person collect call which carries a surcharge. The following are prohibited:

- (1) Messages authorizing collect calls on answering machines.
- (2) Call collect on recruiting publicity items or business cards.
- (3) Telephone directory listings that say, "Will accept collect calls."
- (4) Any other actions that encourage collect calls.

b. Although most recruiters may be aware of the fact that person-to-person calls are unauthorized, they may not be aware of the difference between the two types of calls and inadvertently accept person-to-person calls. As an example, if the telephone operator states, "I have a collect call for anyone at this number, will you accept the charges?", that call is a collect station-to-station and will be billed at the lower rate. If the telephone operator states, "I have a collect call for SGT Jones at this number, or a collect call for extension XXXX, or a call for SGT Jones, will you accept the charges?", that call is person-to-person and billed at the higher rate. The only difference in examples is that when a person's name or extension is used, the call becomes person-to-person.

c. To ensure all collect calls are billed at the lower rate, the following statement should be made every time a collect call is accepted by a recruiter. "We can accept the call as a station-to-station call. We do not accept person-to-person calls." This statement alerts the operator to code mark the call and bill it at the station-to-station rate.

d. This simple procedure has the potential to save the command thousands of dollars each month. The telephone bill certification officer at

each level will verify the actual telephone bill received. Calls billed at the higher rate can then be reported as billed in error and corrected or credited.

#### 15. Telephone directory listings

a. When commercial telephone service is ordered for a newly established RS (in accordance with para 8), careful consideration should be given to the listing specified in the white pages section of the telephone book (see fig 2). Recommended listings are as follows:

(Under "A" in the white pages)

Army Recruiting Station XXX Broadway 123-4567  
if no answer call 890-1234

or

(Under "U.S. Government" in the white pages)  
Army Recruiting Station XXX Broadway 123-4567

b. The use of an alternate number as shown above is at the discretion of the RS commander. Alternate numbers may be for another RS or the Rctg Co. Voluntarily listing of residence telephone numbers is not recommended. Public law prohibits expenditure of public funds for telephone service installed in a private residence.

c. For new RS listings, consider using XXX-2769 (which translates to XXX-Army) as one of the numbers assigned to the RS. This must be specified on the written RFS submitted to the Rctg Bde. Satisfying this request is only possible if the telephone company providing the service has the number available and if no extra cost will be incurred by the Government. Additional or foreign listings which incur a charge to the Government are not authorized.

d. Telephone listings in the yellow pages are coordinated by the advertising and public affairs chief at each Rctg Bn with the advertising agency and are not addressed in this regulation. All such listings must be reviewed initially and annually by the RS commander and Rctg Bn advertising and public affairs chief.

#### 16. Origin and validation of CSA

a. DD Form 428 (Communications Service Authorization) or electronic version (IBM) is a contracting form prescribed for use in procuring leased communications services. It is issued for a definite period of time, not to exceed 10 years, and is renewed at the beginning of each fiscal year or when any change in telephone company rates or service occurs (changes in telephone company bills). CSA for USAREC activities are originated by HQ USAREC, Information Management Directorate, Operations and Projects Branch, and are based upon an approved RFS. CSA are issued by designated HQ USAISC (DCO-DN).

b. When establishment of a new telephone service or a change in rates causes the issuance of a new or modified CSA, the TCCO will ensure that a copy of the new CSA is attached to SF 1034 (Public Voucher for Purchases and Services Other Than Personal) when the telephone bill is forwarded for payment (as prescribed in

para 9b).

c. Services listed on the telephone bill must be compared with those authorized on the applicable CSA. Whenever possible, discrepancies should be resolved prior to bill payment. A TCCO may request assistance from HQ USAREC, Information Management Directorate, Operations and Projects Branch, to resolve any problems.

d. All common user voice and locally leased telecommunications services or services that incur a charge that is billed to the Army, must be reviewed and revalidated annually in accordance with AR 25-1.

e. All telephone service and equipment which is in excess of BOI must have a current (within 1 year) exception to policy or a request for removal must be submitted so the CSA can be adjusted.

#### 17. Commercial teleconferencing

a. Commercial voice teleconferencing service is an authorized alternative to the conferencing capability built into the new EKTS which are installed at the Rctg Bn level. Commercial teleconferencing is also authorized for those organizations which have no other means of voice conferencing. Commercial teleconferencing may be used for any conference when there are four or more conferees. Commercial teleconferencing is authorized and available only through AT&T alliance operators.

b. Teleconference calls should be billed to the telephone number of the organization which initiates the teleconference. Costs for a commercial teleconference are currently \$3 per person plus the DDD rate based on time and distance. This cost is subject to change in accordance with AT&T telephone company tariffs.

c. The AT&T alliance teleconferencing services currently have two conference capabilities (Dial-Out and Meet-Me) available to USAREC customers. Pocket-sized instruction cards are available upon request from HQ USAREC, Information Management Directorate, Operations and Projects Branch.

(1) To set up a dial-out call, simply dial 0+700+456-1000 on any touchtone telephone. A recording will tell you when to:

(a) Enter the total number of locations, including yours.

(b) Dial the first number, United States: 1 + area code + local number. International: 011 + country code + city code + local number. Press # to add your party to the call.

(c) Repeat (b) for remaining numbers. Then firmly press # to add yourself.

(d) For information on calls originated from hotels, rotary and public telephones, international and independent telephone companies, dial 1+800+544-6363.

(2) To set up with meet-me:

(a) Dial 1+800+544-6363. An operator will ask the date, time, call duration, number of locations, and method of billing.

(b) You will be given two special "700" access numbers. One you will keep, the other you will

give to each conferee.

(c) At the meeting time, everyone calls their special access number and is automatically connected together. Only you are required to use a touchtone phone. Note that "700" access may not be available from all locations.

## 18. Facsimile equipment

a. Facsimile use shall be restricted to those circumstances which require a copy of an original document that must be received within a time-frame so short that mail or courier service cannot provide the timeliness required. Facsimiles shall not be used as a routine means of replying to suspenses or as a substitute for poor packet preparation.

b. Within USAREC, facsimile machines are provided as a means to satisfy the requirement for electrical transmission of time-sensitive documents. The following policies are to be adhered to by all USAREC activities, both on and off military installations:

(1) Facsimile traffic must meet the following criteria: Time sensitive minimum length; not suitable for mail or electronic mail.

(2) Outgoing facsimile transmissions must be authorized by the activity commander, director, division chief, adjutant, or TCCO.

(3) DA Form 3918-R (Facsimile Transmittal Header Sheet) (see fig 5) will be transmitted with each document.

(4) All facsimile transmissions and receipts will be recorded on the automatic log (journal) capability built-in. Copies of facsimile usage reports are to be sent by the Rctg Bn TCCO to the Rctg Bde IMO not later than the tenth day after the close of the quarter so that usage can be tracked and reported to HQ USAREC (RCIM-CE-OP). This quarterly reporting requirement is exempt from a reports control system under the provisions of AR 335-15, paragraph 5-2.

(5) Information Management Directorate (IM-CE-OP) has changed the BOI for the fielding of facsimile machines and supports a 70 percent fill at RS and Rctg Co levels. Requests for additional facsimile machines will no longer be accepted (except if broken and no longer serviceable). A maintenance contract for facsimile machines is in effect. If repairs are required contact HQ USAREC (IM-CE-OP) at 1-800-223-3735, extension 6-0035, with serial number and location of facsimile machine.

(6) The TCCO is responsible for ensuring the facsimile machine is properly controlled and traffic is screened prior to transmission.

c. Minimum use need not be the only criteria for authorization. If use of a facsimile machine can increase the efficiency of the mission, resulting in additional enlistments and incurring less cost than manual processing, an additional machine may be authorized.

## 19. Data communications

a. The Joint Optical Information Network (JOIN). JOIN is a basic recruiting tool used to assist recruiters in enlisting prospective candi-

dates into the Army. JOIN is to be used in preparing and transmitting data relating to applicant processing for both testing and enlistment. Telephone line connect time must be held to the actual time required to transmit the data. Preparation time, set-up time, etc., shall not be part of the telephone connect time. Transmission will be to computers installed at the regional data center (RDC).

b. A quantity of computers is being procured for field use of the Informal Fund Control System. These computers shall be supplied with a line-sharing device to communicate data.

c. ARADS. USAREC's mission is to recruit qualified persons for the special recruitment actions. The major objective of ARADS is to provide automation and communication support between HQ USAREC and all field stations. ARADS will provide and maintain the single record concept, thus reducing error conditions currently existing under the multirecord concept.

(1) Each Rctg Bde will have its own set of computers. A data base shall be maintained with information regarding the individual Rctg Bde. Each set of Rctg Bde computers will be installed at the RDC closest to the Rctg Bde's location. The headquarters computer at the Denver Mega Center, Denver, CO, will be the repository for every Rctg Bde's data and will act as back-up if the Rctg Bde computers become inactive for any reason. USAISC Label 2 (Classified Information Will Not Be Processed On This Equipment) will be affixed, by the PBO, in a highly visible location, on all computer equipment.

(2) Communications between computers connected to ARADS will be determined by the applications programs in production. Interrogation of the KEYSTONE system shall be made only through the Rctg Bde computers.

(3) Data shall be transmitted in accordance with the vendor-designed communication plan (consisting of point-to-point lines of varying speeds) to the RDC. Line connections are from Rctg Bdes, Rctg Bns, and MEPS to the RDC.

(4) JOIN terminals shall communicate to the RDC through dial-up telephone lines utilizing a 2400 baud modem. Data to be communicated shall be ready for transmission when the telephone connection is made. Any overhead time such as preparation or gathering of data, shall be accomplished before the connection has been made.

## 20. Cellular telephones

Cellular telephones are authorized for use within USAREC for official use only. One cellular telephone and three beepers are authorized per Rctg Bde. One cellular or plus two beepers are authorized per Rctg Bn and Army Medical Department detachment. Requirements will be submitted by memorandum through the Rctg Bde IMO to HQ USAREC (RCIM-CE). The memorandum must state who will use it and why it's necessary. Accountability will be maintained by the PBO. Calls placed from or to a cellular telephone are billed in addition to monthly user

fee. Each bill must be certified by the user.

## 21. Beepers and pagers

Beepers and pocket pagers are authorized for use within USAREC for official use only and on a case-by-case basis. Requirements will be submitted by memorandum through the Rctg Bde IMO to HQ USAREC (RCIM-CE). Accountability will be maintained by the PBO. Three beepers or pocket pagers are authorized per for each Rctg Bde, and plus two beepers or pocket pagers in lieu of one cellular telephone are authorized per Rctg Bn and Army Medical Department detachment. One pager is also authorized for each technical warrant officer recruiter.

## 22. Reorganization requirements

USAREC's reorganization program is occurring and is expected to continue as the Army continues to reorganize. This program is designed to streamline the command for the future. In order that new telephone service is provided in a timely manner, all telecommunications changes and/or requests are to be drafted in accordance with this regulation and submitted as follows:

a. Identify each Rctg Bn's new responsibilities (e.g., RS, Rctg Co, GC, etc.) to be added to their jurisdiction.

b. Provide recruiting station identification (RSID) changes that will occur when RS become another Rctg Bn's responsibility.

c. Provide a CSA showing the new billing address after an RS relocates to the new Rctg Bn.

d. Under the activity complement, provide the authorized TDA BOI at the current time.

e. When identifying existing service, state whether Defense Telephone System (DTS), General Services Administration (GSA), purchase of telephone service (POTS), or a regular request.

(1) If normal request for service, make sure you provide the correct CSA number.

(2) If GSA lines, provide the GSA account number, telephone company, and vendor.

(3) If DTS service (within the Maryland, Virginia, and Washington D.C. areas), provide the billing agency code, location group, and AT&T account number.

f. Under services required, be sure that when closing a station, the telephone number you wish to have calls referred to is included in the request stating, "If no additional charge, calls are to be forwarded to XXX-XXXX for 30 days."

g. In accordance with this regulation, TCCO are strictly prohibited from ordering service (installations or disconnects with any telephone company) and/or changing an existing work order (commercial communications work order (CCWO)) issued by HQ USAREC (RCIM-CE-OP). The only authorized contact with a telephone company or commercial vendor is to obtain pricing or change the desired date of service.

h. Justification must be included for each request identifying it as a plus-up requirement generated by the reorganization program.



i. The appropriate fund cite must be included with an authorized signature by the Rctg Bde comptroller obligating the funds.

j. Calling cards are to be kept on hand receipt by Rctg Bde or Rctg Bn PBO and reported to HQ USAREC (RCIM-CE-OP) when the cardholder departs the command. (Included should be the new cardholder's name, card number, and the effective date of transfer.) When a Rctg Bn closes, the calling cards should be canceled and new cards requested from HQ USAREC (RCIM-CE-OP) by the gaining Rctg Bn TCCO.

k. When a Rctg Bn is closing, an RFS should be sent to HQ USAREC (RCIM-CE-OP) not later than 60 days prior to closing date. The RFS should provide a listing of all numbers being disconnected. (Normally, you may keep the data lines until the last working day, but be sure a followup RFS is sent disconnecting them prior to vacating the premises.)

l. All RS, Rctg Cos, and GC shops affected by a Rctg Bn closure must have the gaining Rctg Bn listed in the RFS billing address block.

m. For additional assistance contact HQ USAREC, Information Management Directorate, Operations and Projects Branch, at 1-800-223-3735, extension 6-0203 or 6-0033.

### **23. GSA services**

a. Requests for telephone services within GSA facilities, to be routed over GSA lines, will be sent to HQ USAREC (RCIM-CE-OP). They will validate the request and forward it to USARCCO, Fort Huachuca, AZ, requesting a telecommunications service request (TSR) be sent to GSA to have the lines installed, removed, or relocated. Once USARCCO has sent the TSR, a reply will be sent back to HQ USAREC (RCIM-CE-OP) stating when the TSR was sent to GSA. The GSA contract for that particular location will be amended by USARCCO showing what changes were made. A copy of the amended contract is sent to the responsible Rctg Bn and HQ USAREC (RCIM-CE-OP).

b. RFS with GSA facilities, not being routed over GSA lines, will be submitted as normal to HQ USAREC (RCIM-CE-OP). These requests will be validated and a CCWO will be sent to the local telephone company to have the work completed.

c. Under no circumstances will the local telephone company be requested to install commercial telephone lines within a GSA facility without explicit approval of the on-site GSA representative. Upon approval, commercial service will be requested by HQ USAREC (RCIM-CE-OP).

### **24. Long distance service (primary inter-exchange carrier) and FTS2000**

a. AT&T is the long distance primary inter-exchange carrier for USAREC by mandate of Congress. This long distance service is known as FTS2000. TCCO must be aware that other long distance carriers that solicit business must be referred to HQ USAREC (RCIM-CE-OP).

b. Operations and Projects Branch personnel

are delegated authority as designated agency representatives (DAR) and are the only personnel authorized to place orders for virtual on-net and other services offered by AT&T. The DAR is the liaison between the FTS2000 customer and AT&T. The DAR will issue orders directly to AT&T for new service and for disconnects.

c. When new telephone service is installed, the DAR will issue an order to AT&T for FTS2000 virtual on-net service as soon as the new telephone number(s) is provided by the local telephone company. TCCO should be aware that FTS2000 long distance service is not automatic and does not occur as soon as the new service is installed by the local telephone company. Until the new service is cut-over to FTS2000, the customer can still access AT&T FTS2000 long distance service by dialing 10-288-1 plus the area code and number. When the new service is cut-over to FTS2000, AT&T will call the customer for verification.

d. If an FTS2000 customer experiences problems accessing long distance service, long distance carrier verification can be made by dialing 1-700-988-1234 from the customer's location. A recording will announce, "Welcome to the AT&T FTS2000 Network A." If this recording is not heard, the customer should dial 10-288-1 plus the area code and number to access the FTS2000 Network.

e. The following telephone numbers for AT&T FTS2000 are provided for your information:

(1) AT&T Network Service, 800-332-4387, call this number for trouble reporting and status.

(2) FTS2000 Training Hot Line, 800-343-9438, call this number for training information.

(3) Customer Service, 700-288-0000, call this number for call completion problems, user assistance, and authorization code verification.

(4) Credit for Wrong Numbers, 700-288-4000, wrong numbers reported to this number will be credited to your bill.

(5) Audio Conferencing, 700-288-2000, call this number for setting up conference calls. You must have an FTS2000 Federal Calling Card.

(6) Agency Locator, 700-288-1212, call this number if you need help in locating the main number at an FTS2000 location.

f. Under FTS2000 there are no AT&T primary inter-exchange CSA. FTS2000 bills are established under a billing hierarchy established with AT&T. FTS2000 bills are tracked and certified under the agency account number that appears on the bill.

g. Billing errors or disputes are handled by the AT&T Agency Service Deliver Center (ASDC) in Vienna, VA. If errors are detected on the bill, call the ASDC at 703-903-7352. The ASDC will provide the necessary forms and instructions for documenting billing errors or disputes. The ASDC associate reviews, analyzes, and researches the dispute; responds directly back to the initiator with the resolution; and advises the initiator when correction to the Report of Service

Activity and Call Detail Report will be seen. The bill will be adjusted and sent to GSA. GSA will make the appropriate adjustments on the agency's monthly statement of account.

### **25. 800 services**

HQ USAREC, Information Management Directorate, Operations and Projects Branch, routinely provides an analysis of long distance discount versus 800 service. When 800 service is proven more cost effective than other long distance discount plans, a request is forwarded to USAISC for final approval and award. The 800 service will be reviewed annually by HQ USAREC for continued economic viability. Service must be removed if deemed inappropriate.

**Table 1**  
**Telecommunications matrix of responsibilities**

TASK/ACTIVITY	RESPONSIBLE ELEMENT*					
Supervise and manage telecommunications program for USAREC.	A1					
Provide technical and managerial guidance for communications.	A2					
Initiate, research, plan, and implement new or upgrades to existing telecommunications and/or data communications systems.	A2					
Assure communications services are the most efficient (cost, configuration, and use).	A2					
Provide advice and assistance on security of automation and telecommunications matters.	A2,A3					
Conduct annual automation, security, and telecommunications inspections.	A2					
Maintain up-to-date rosters of Rctg Bn TCCO.	A2,A3					
Process and approve work requests within authority. Process requests for deviation from regulation (1-year duration).	A2					
Maintain control register (USAISC Form 73 (General Purpose Form)).	A2					
Establish and maintain direct coordination hot line telephone number to assist recruiter personnel on technical maintenance and programming.	A2					
Contract for telephone services. Approve requests from TCCO (HQ USAREC, Rctg Bde, Rctg Bn, and RSC) for assistance or service from telephone companies or communications vendors which result in the expenditure of funds.	A2					
Process requests for interoffice relocation of services.	A2, A3		C			
Approve requests for commercial telephone service up to BOI limits; request exceptions to BOI policy.	A2					
Issue CCWO to servicing telephone companies. Issue CSA for USAREC activities.	A2					
TCCO for HQ USAREC communications services.	A2					
HQ USAREC command representative on the Fort Knox Telecommunications Control Board.	A2					
Responsible for processing all communications requests submitted by HQ USAREC directorates, special staff sections, and special managed services.	A2					
Inform Rctg Bn commander on status of communications funding, telephone bill payment procedures, and telephone planning and management.			C1			F1, F2
Process requests for telephone toll credit cards.	A2					
Process requests for DSN, WATS, FX, or OPX. Approved by HQ USAISC.	A2					
In-service recruiters and USAREC liaison noncommissioned officers at reception battalions submit requests for services to local DOIM activity. Report difficulties to HQ USAREC, Information Management Directorate, Operations and Projects Branch.						F4
Return MTS equipment on closed RS to Rctg Bn PBO for standby equipment pool.		B		D		
Determine type of RS directory listing.		B				
Administer telecommunications program within Rctg Bde.	A3					
Maintain operational control of MTS standby equipment pool.	A3			D		
Ensure maintenance is performed in accordance with Implementation Plan for MTS.				D		
Maintain copies of all requests for communication services from Rctg Bn TCCO.	A3					
Maintain copies of PBO reports of destroyed MTS equipment.	A3					
Process requests for contract maintenance of equipment received from Rctg Bn PBO.	A3			D1		
Maintain facsimile logs for 1 year (minimum). Prepare quarterly facsimile usage report to HQ USAREC.	A3					
Dispose of Army-owned (obsolete) 1A2 telephone key system equipment.				D		
Inform Rctg Bn commander on status of communications funding, telephone bill payment procedures, and telephone planning and management.			C1			
Process requests for communication services to HQ USAREC, Information Management Directorate, Operations and Projects Branch. Provide copy to Rctg Bde IMO.			C1			
Coordinate requests for new service or moves of existing service with Rctg Bn chief of advertising and public affairs.			C1			
Responsible for processing all communications requests submitted by HQ USAREC directorates, special staff sections, and special managed services.	A2					
Enforce command communications policy; enforce provisions of USAREC Reg 25-10. Ensure Government telephones are used officially and that calls are held to a minimum length.		B				

**Table 1**  
**Telecommunications matrix of responsibilities--continued**

TASK/ACTIVITY	RESPONSIBLE ELEMENT*					
Establish internal controls to ensure proper, most economical use of communications services. (Delegated to TCCO.)		B	C			
Issue USAREC Fm 1048 to each person assigned to activity. (Delegated to TCCO.)		B	C			
Monitor communications funding requirements. (Delegated to TCCO.)		B	C			F1, F2
Establish procedures to process telephone invoices promptly to avoid late interest charges. (Delegated to TCCO.)		B	C			
Appoint TCCO (Rctg Bdes, Rctg Bns, and RSC) TCCO and alternate TCCO in writing.		B				
Coordinate with local DOIM activity to support telephone service for USAREC personnel located on military installations (authorization and approval remains at HQ USAREC). (Delegated to TCCO.)		B	C			
Establish procedures for personnel to read and acknowledge rules for acquisition and use of Government telephone services. (Delegated to TCCO.)		B	C			
Conduct orientation training for new personnel. (Delegated to TCCO or training officer.)		B	C			F3
Fund communications for GC and recruiting liaison personnel at MEPS assigned to recruiting activity.		B				
Ensure messages recorded on telephone answering devices do not authorize collect calls. (Delegated to TCCO.)		B	C			
Require personnel to reimburse the Government for unofficial calls. Counsel and/or discipline repeated violators appropriately. (Delegated to TCCO.)		B	C			
Establish procedures to ensure facsimile and data transmissions are controlled. (Delegated to TCCO.)		B	C			
Ensure third party calls are not made. (Delegated to TCCO.)		B	C			
Ensure USAREC Poster 5 is affixed to each single-line rotary or touchtone telephone. Ensure USAREC Label 9 and USAREC Label 12 are affixed to all MTS and CPE electronic telephone keysets.		B		D		
Rctg Co, RS, and GC personnel install, program, and maintain MTS equipment in their recruiting activity in accordance with the Information Management Plan for MTS, MTS training films, and manufacturer's instruction manuals.						F4
Upon recruiting activity relocation, deinstall, transport, and install the MTS equipment at the new location, submitting requests for relocation of lines and/or jacks through channels described in USAREC Reg 25-10.						F4
Program the KSU and/or telephone instruments in accordance with the manufacturer's manual (three manuals provided with each MTS).						F4
Perform PM and troubleshooting in accordance with instructions and procedures provided in manufacturer's manuals. Ensure unwarranted service calls are not made.						F4
Publish and ensure personnel are aware of priority usage for long-distance calls where multiple facilities are available (e.g., DSN, WATS, DDD).			C			
Prepare and distribute a list of frequently called numbers and exchange prefixes (123-XXXX) within geographical area of operation of each recruiting facility.			C1			
Validate telephone bills. Forward bills to Rctg Bde for payment. (Random sample 10 percent for verification. Screen for waste, fraud, and abuse.)			C1			
Investigate and followup on suspected waste, fraud, and abuse of Government telephones.			C			
Initiate action to block 976 exchange telephone calls.			C1			
Contact HQ USAREC (Communications-Electronics Division, Operations and Projects Branch) for guidance on telephone company fees which will result in efficiencies and cost savings.			C1			
Show MTS training film to field recruiters.						F3
Maintain files for communications for a 2-year minimum utilizing file number 25-1x: (1) Suspense, (2) Collection action, and (3) Requests for action to change telecommunications services.			C			
Ensure mission essential collect call charges are station-to-station instead of person-to-person (charged at lower rate).			C			
Delegated authority to certify P39 funds. Furnish FAO DD Form 577 (Signature Card) for P39 funds certification. Project P39 requirements to Rctg Bde comptroller. Report miscellaneous obligation document adjustments to FAO when actual monthly costs are known.						F2
Track telephone bill payments and voucher submissions; apply correct accounting processing code to obligation and disbursement documents; and perform joint review of unliquidated obligations with FAO in accordance with TAPS Manual.						F2
Coordinate telephonically with HQ USAREC, Information Management Directorate, Operations and Projects Branch, for urgent or emergency requests to expedite processing. Followup telephonic request in writing within 3 working days.			C1			

**Table 1**  
**Telecommunications matrix of responsibilities--continued**

TASK/ACTIVITY	RESPONSIBLE ELEMENT*					
Coordinate with local telephone companies and vendors or communications representatives to obtain estimated costs for services. Coordinate dates of service and resolve billing problems.			C1			
Initiate actions which will avoid and/or reduce telecommunications costs. Coordinate with HQ USAREC in initiatives which result in expenditure of funds.			C1			
Review existing CSA on a continuing basis to ensure changes are promptly reported to HQ USAREC, Information Management Directorate, Operations and Projects Branch. Annotate CSA changes on copy of CSA and forward to HQ USAREC.			C1			
Request assistance and training on communications as required.			C			
Review telephone service provided at substations and canvassing points semiannually to ensure service is needed (mission essential if manned more than 3 days weekly).			C1			
Maintain property book and hand receipt control of MTS equipment. Hand receipt equipment to Rctg Co commanders who in turn hand receipt equipment to RS commanders.				D1		
Issue MTS equipment quantities in accordance with the current TDA and appendix E.				D1		
Report destroyed MTS equipment with 5 working days to HQ USAREC (RCIM-CE). Provide information copy to Rctg Bde IMO.				D1		
Maintain standby equipment pool. Replace defective equipment and provide support to newly authorized recruiting activities within Rctg Bn geographical area. Control MTS equipment returned from closed RS.				D1		
Requisition, stock, and issue cable clips and tie-wraps, five each 1-ampere, 250 volts fuses; and five each 2-ampere, 250 volt fuses for each KSU used for MTS installation. Issue all items with each MTS.				D1		
Establish direct exchange procedures for defective MTS equipment. Receive and/or exchange MTS equipment for maintenance which is beyond user capability. Send defective and damaged equipment end-items to designated contractor maintenance center.				D1		
Requisition, stock, and issue USAREC Label 9, USAREC Poster 5, and USAREC Label 12. Ensure items are affixed to MTS electronic keysets and KSU.				D1		
Record CPE on the Rctg Bn property book as IMA equipment. Issue CPE in accordance with USAREC Reg 25-10 and BOI authorized based on applicable TDA.				D1		
Maintenance: (1) Warranty. Liaison between the Rctg Bn and contractor for CPE 1-year warranty maintenance. Coordinate service calls. Provide CPE, POTS, or AT&T contract number to contractor. (2) Contract. Upon expiration of CPE warranty, maintenance is performed by contract. Submit RFS, relocations, and reprogrammings for CPE equipment through Rctg Bde IMO. (3) Certify. Certify satisfactory maintenance performance. Sign contractor maintenance work order. Contact HQ USAREC, Information Management Directorate, Operations and Projects Branch, for unsatisfactory contractor performance.				D1		

A = HQ USAREC (Information Management Directorate): A1 = Director, A2 = Communications-Electronics Division or Operations and Projects Branch, A3 = Rctg Bde IMO

B = Commanders (all echelons)

C = TCCO: C1 = Rctg Bn, C2 = Other

D = PBO: D1 = Rctg Bn, D2 = Other

E = All USAREC personnel

F = Designated positions: F1 = Rctg Bn funds control officer, F2 = Rctg Bde funds control officer, F3 = Rctg Bn training officer, F4 = As indicated

# TELECOMMUNICATIONS MANAGER'S CHECKLIST

(For use of this form see USAREC Reg 25-10)

LOCATION: Location being inspected (Rctg Bde, Rctg Bn, Rctg Co, or RS).

COMM INSPECTOR: Name of person doing inspection.

DATE: Date inspection conducted.

CONTACT: Local point of contact or person providing information.

	YES	NO
1. Does the activity have a current copy of USAREC Reg 25-10 on hand?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Has the telecommunications control officer (TCCO) been appointed by memorandum and is it up to date and on file (as appropriate) (USAREC Reg 25-10, para 5c)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Is the TCCO aware of his or her duties and responsibilities (USAREC Reg 25-10, para 4f)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Are there services and instruments in excess of TDA authorization, as outlined in USAREC Reg 25-10, figure 1 and figure 2 (USAREC Reg 25-10, para 8)? If so, is a memorandum of exception on file granting approval?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Are USAREC Poster 5 and USAREC Label 9 properly displayed on all telephones as shown in USAREC Reg 25-10, figure C-1?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Is a file maintained of requests for pending actions initiated for changes to telecommunications services (USAREC Reg 25-10, para 8a)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Does the TCCO correct and forward all CSA updates to HQ USAREC on the annual review and revalidation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Have actions been taken during the past year to curtail and/or control communications costs (i.e., is USAREC Fm 1048 issued in accordance with USAREC Reg 25-10, para 4d)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Does the TCCO verify and certify telephone bills in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Are telephone bills vouchered in a timely manner to avoid late payment penalties?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Is a copy of the certified telephone bill, transmittal sheet, and related correspondence being retained for a minimum of 2 years (USAREC Reg 25-10, para 11f)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Is a suspense file maintained on all unofficial telephone calls and related collection actions (USAREC Reg 25-10, para 11d(5))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13. Is the telephone company notified promptly of unauthorized calls (USAREC Reg 25-10, para 11d(4)(a))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14. Is the applicable tax, as well as the cost of the call, being collected from the responsible individual for each unofficial call (USAREC Reg 25-10, para 11d(6))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Is there money collected and is the commander informed of collection actions on a regular basis (USAREC Reg 25-10, para 11d)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16. Are collections being processed to the supporting FAO by certified check or money order (USAREC Reg 25-10, para 11d(6)(c))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17. Are instructions on facsimile transmission posted and are facsimile transmissions properly controlled (i.e., traffic screened for urgency, minimum length, not suitable for mail, and fastest transmission speed used) (USAREC Reg 25-10, paras 18b(1) and (2))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

USAREC Fm 591, Rev 1 Jul 95 (Previous editions are obsolete)

Figure 1. Sample of a completed USAREC Fm 591

	YES	NO
18. Are personnel aware of the priority of usage for long distance calls where multiple facilities are available (e.g., DSN, WATS, DDD) (USAREC Reg 25-10, para 6e)?	<u>✓</u>	___
19. Has the RS commander instituted policies and procedures for effective telephone control within his or her unit (USAREC Reg 25-10)?	<u>✓</u>	___
20. Does the RS appear to be practicing sound communications economy and discipline in accordance with AR 25-1, chapter 6?	<u>✓</u>	___
21. Does each telephone in the RS have a list of authorized telephone prefixes and RS numbers maintained by the instrument?	<u>✓</u>	___
22. Are telephone bill payments and voucher submissions tracked and accounted for (TAPS, para 2-4)?	<u>✓</u>	___
23. Are account processing codes correctly applied to obligation and disbursement documents (TAPS, para 2-4, 1e(5))?	<u>✓</u>	___
24. Is the joint review of unliquidated obligations being performed with FAO, and is supporting documentation being provided to cover required adjustments (TAPS, para 4-305)?	<u>✓</u>	___
25. Does the nonstock fund orders and payables listing accurately reflect obligations for both unpaid bills and fiscal year-to-date (AR 37-1, para 4-305)?	<u>✓</u>	___
NOTE: The following items pertain to EKTS. Specifically, they refer to: (1) The MTS installed in Rctg Cos, multiperson RS, and GC activities having up to six telephone lines, and (2) The CPE installed in Rctg Bns and GC activities having seven lines or more.		
26. Are USAREC Poster 5 and USAREC Label 9 affixed to all MTS and CPE electronic keysets (USAREC Reg 25-10, fig C-1)?	<u>✓</u>	___
27. Is USAREC Label 12 affixed to the cover of all MTS KSU immediately below the INTER-TEL logo (USAREC Reg 25-10, fig C-2)?	<u>✓</u>	___
28. Is the Rctg Bn PBO requisitioning, stocking, and issuing USAREC Poster 5, USAREC Label 9, and USAREC Label 12 (USAREC Reg 25-10, para 10a(10))?	<u>✓</u>	___
29. Is property accountability of the MTS and CPE being accomplished (i.e., property book and hand receipt control) in accordance with AR 710-2, DA Pam 710-2-1, and USAREC Reg 735-3?	<u>✓</u>	___
30. Is standby equipment for the MTS and CPE being maintained by the Rctg Bn PBO in accordance with AR 71-13?	<u>✓</u>	___
31. Is maintenance being performed in accordance with procedures listed in paragraphs 15 and 16 of the Implementation Plan for the Modular Telephone System?	<u>✓</u>	___
32. Are Army-owned, single-line, touchtone and rotary telephones being accounted for by the Rctg Bn PBO?	<u>✓</u>	___
33. Has MTS and CPE equipment been posted to the Rctg Bn TDA and property book?	<u>✓</u>	___
34. Have MTS installation and programming instructions been provided to recruiting facilities?	<u>✓</u>	___
35. Is a file maintained for all credit card users?	<u>✓</u>	___

**Figure 1. Sample of a completed USAREC Fm 591 (Continued)**

(APPLICABLE LETTERHEAD)

(Office Symbol) (MARKS Number)

MEMORANDUM FOR Commander, U.S. Army Recruiting Command, ATTN: RCIM-CE-OP, Fort Knox, KY  
40121-2726

SUBJECT: Request for Commercial Telephone Service (if exception to policy state here)

In accordance with USAREC Reg 25-10, the following information is submitted for telephone service as indicated:

- a. PRESENT ADDRESS: (List complete address including room or suite number, etc.)
- b. PROPOSED INSTALLATION ADDRESS: (List complete address including room number, etc.)
- c. RSID: (List complete RSID (i.e., Rctg Bn - 3J; Rctg Co - 3J1; RS - 3J1A).)
- d. CONTACT INDIVIDUAL (SERVICE LOCATION): (Name and telephone number.)
- e. ACTIVITY COMPLEMENT: (Provide the existing "TDA Authorized" BOI.)
- f. EXISTING SERVICE/CSA NUMBER: (DTS, GSA, POTS, or regular request.)
  - (1) If POTS - CSA Number.
  - (2) If GSA Lines - Account number, telephone company, and vendor.
  - (3) If DTS (Maryland and Virginia areas only) - Billing Agency Code, Location Group, plus AT&T Account Number.
- g. EXISTING SERVICE: (List main billing telephone number and all auxiliary lines.)
- h. TCCO/CONTACT INDIVIDUAL (RCTG BN HEADQUARTERS): (Name and telephone number.)
- i. DATE DESIRED: (Minimum of 30 days unless extreme emergency situation.)
- j. SERVICING TELEPHONE COMPANY: (Name, address, ZIP Code, and telephone number.)

k. SERVICES REQUIRED: When closing a station, include telephone number that calls are to be "Call Forwarded" to. This also may be the case if a station is moving and is unable to retain the same numbers.

NOTE: TCCO are strictly prohibited from ordering service (i.e., installations and disconnects) from any telephone company in accordance with USAREC Reg 25-10, but they are not prohibited from changing the "due date" or obtaining prices.

These cost items must be included on each RFS broken down by Hunting, Touchtone, Access Charges, etc.

COMMERCIAL <u>SERVICE</u>	<u>REMOVE</u>	<u>ADD</u>	TOTAL INSTALLATION <u>COST ESTIMATE</u>	TOTAL RECURRING <u>COST ESTIMATE</u>
------------------------------	---------------	------------	--	---

Remove all  
lines  
(old address)

Install main  
line  
(new address)

**Figure 2. Sample request for commercial telephone service**

(Office Symbol)

SUBJECT: Request for Commercial Telephone Service

Name, address, and telephone number to appear in directory:

Directory service order close date:

Advanced listing required:

Rctg Bn advertising and public affairs coordination completed: \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_ N/A

l. JUSTIFICATION: (Provide complete justification for request.)

m. FUND CITE: (Give complete fund cite and comptroller's signature.)

n. BILLING ADDRESS: (Provide complete billing address (including room number, etc.).)

o. REMARKS: (Provide any unique circumstances concerning this request.)

p. The telephone service cited in this request has been reviewed.

TELECOMMUNICATIONS CONTROL OFFICER'S SIGNATURE

q. The telephone service cited in this request has been approved.

Commander's  
Signature

CF: IMO

**Figure 2. Sample request for commercial telephone service (Continued)**



NOTE: One request per telephone number or instrument.

LOCAL SERVICE REQUEST (LSR) For use of this form, see AR 25-1; the proponent agency is ODISC4						DATE SERVICE REQUIRED	
TO: Director or DOIM-Post, Camp, or Station				NAME AND TELEPHONE NUMBER OF PERSON WITH EXACT LOCATION KNOWLEDGE			
THIS REQUEST IS FOR:			INSTALL	REMOVE	MOVE		
<input checked="" type="checkbox"/> LOCAL TELEPHONE SERVICE		MAIN LINE	X	or X	or X		
<input type="checkbox"/> WATS		EXTENSION(S)					
<input type="checkbox"/> FX		KEY(S)					
<input type="checkbox"/> OTHER		TELEPHONE NO.		1234			
SPECIAL REQUESTS, WORK DETAILS, ADDITIONAL DIRECTORY AND NAME CHANGES, JUSTIFICATION, FUND CITE, ETC.							
This space is to give a short narrative of the work you wish to have done. Any special instructions or prior coordination points of contact.							
PRESENT LOCATION OF EQUIPMENT Building and room number, wall or desk.			PRESENT DIRECTORY LISTING (Hq, Div, Br, Sec) U.S. Army Rctg Bn, Rctg Bde, or organization.				
PROPOSED LOCATION OF EQUIPMENT Same as above.			PROPOSED DIRECTORY LISTING How you want service listed in Post Directory.				
CLASS OF SERVICE DESIRED Local service or post service (only).			TOTAL TELEPHONES AT ACTIVITY CONCERNED Total instruments/extensions.				
DATE OF REQUEST Date submitted.		TYPED NAME OF REQUESTER Commander or representative.			SIGNATURE OF VALIDATING OFFICER Leave blank, to be signed by DOIM activity.		
INSTRUCTIONS: ALL COPIES WILL BE FORWARDED TO THE SUPPORTING C-E OFFICER.							
<b>CONSENT STATEMENT:</b> ALL UNOFFICIAL (CLASS R) MILITARY TELEPHONE SUBSCRIBERS WILL READ AND SIGN THE FOLLOWING CONSENT STATEMENT:  <b>I (DO) (DO NOT) DESIRE TO HAVE MY HOME TELEPHONE NUMBER PUBLISHED IN THE POST TELEPHONE DIRECTORY (AND) (NOR) LISTED IN THE POST OPERATOR INFORMATION FILES. IT IS FURTHER UNDERSTOOD AND AGREED THAT CONSENT OF LISTING AND PUBLICATION CONSTITUTES CONSENT TO PUBLIC DISCLOSURE.</b>							
NAME AND RANK _____							
FOR USE OF THE C-E OFFICE							
REQUEST APPROVED BY			WORK ORDER NUMBER				
Leave blank. The rest of the form to be completed by DOIM activity.							
CHARGES			CONTRACT AUTHORIZATION				
MONTHLY CHARGES		NONRECURRING CHARGE	CONTRACT NUMBER	RENTED SERVICE C.S.A. NUMBER	MAINTENANCE SERVICE C.S.A. NUMBER		
CABLE	PAIR	TERMINAL No.	LOCATION	BUILDING	1ST PAIR	X-CONN	
IN							
OUT							
RECORDS POSTED	WIRE CHIEF		WORK COMPLETED BY		DATE DUE		DATED COMPLETED
	CHIEF OPERATOR		ACCOUNTS CLERK		EQUIPMENT USED		
	SERVICE ORDER CLERK		DIRECTORY CLERK				

DA FORM 3938  
1 DEC 77

PREVIOUS EDITIONS OF THIS FORM ARE OBSOLETE.

Figure 3. Sample of a completed DA Form 3938

REMARKS

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(Wire Chief)

**Figure 3. Sample of a completed DA Form 3938 (Continued)**



## DEPARTMENT OF THE ARMY



REPLY TO  
ATTENTION OF

(OFFICE SYMBOL) (MARKS Number)

(Date)

MEMORANDUM FOR Commander (Your Rctg Co and Address)

SUBJECT: Unauthorized Toll Calls

1. References:

- a. AR 25-1, The Army Information Resources Management Program, dated 18 November 1988.
- b. USAREC Reg 25-10, Telecommunications Management, dated 25 May 1995.
- c. Public Law 31 U.S.C. 1348.

2. In accordance with references 1a and 1b, request you notify Mr/MSG J. Jones that he/she is suspected of making unauthorized telephone calls over the official Government telephone system. Review of telephone company you receive your bills from and telephone bill for the month(s) of months questionable calls are on revealed that the call(s) listed below are suspected of being unofficial and that they were placed by Mr/MSG J. Jones. (Include any additional investigation or substantiating material.)

<u>DATE</u>	<u>TELEPHONE NUMBER CALLED</u>	<u>COST OF CALL</u>	<u>TELEPHONE COMPANY</u>
a. Date and time. from actual telephone bills.	Listed suspected calls by number, city, and state.	Actual cost plus applicable taxes.	Show company, local or long distance calls.
b.			
c.			
d.			
e.			

3. If you question Mr/MSG J. Jones directly, you first advise him/her of his/her rights under Article 31, UCMJ, or the Fifth Amendment, U.S. Constitution, as appropriate. If in the course of any investigation of these calls you come to suspect that any other person may have committed criminal misconduct, you will advise each such person of his/her rights under Article 31, UCMJ, or the Fifth Amendment, U.S. Constitution, as appropriate, prior to asking that person any further questions. If you collect any personal information from Mr/MSG J. Jones or from any other person in connection with an investigation of these calls, you should provide each such person with a Privacy Act statement. If you have any questions on these points, contact your Brigade Judge Advocate prior to beginning.

4. For those call(s) which Mr/MSG J. Jones admits are unofficial, the collection should be processed as follows: Within 15 days, a certified check or money order must be submitted. The check or money order will include the total cost of the personal call(s), Federal Excise Tax, and any other applicable taxes. For those USAREC activities not located on a military post, the check or money order will normally be submitted through the TCCO made payable to the FAO. However, in some cases, reimbursement will be made through the local TCCO in accordance with guidelines.

**USAREC FL 150, Rev 1 Jul 95 (Previous editions are obsolete)**

**Figure 4. Sample of a completed USAREC FL 150**

(Office Symbol)

SUBJECT: Unauthorized Toll Calls

established by the post DOIM activity (e.g., Hawaii and Alaska, payment to FAO, Fort Shafter, HI). USAREC tenants on Fort Knox, payment to FAO, Fort Knox, KY.

(Signature Block)

**Figure 4. Sample of a completed USAREC FL 150 (Continued)**

**FACSIMILE TRANSMITTAL HEADER SHEET**

For use of this form, see AR 25-11; the proponent agency is ODISC4

COMMAND/ OFFICE		NAME/ OFFICE SYMBOL	OFFICE TELEPHONE NO. (AUTOVON/Comm.)			FAX NO. (AUTOVON/Comm.)
<b>FROM:</b>						
Your Rctg Bn		RCBC-AA-A	1-800-555-1313			1-800-555-1212
<b>TO:</b>						
HQ USAREC		RCAB-AB-C	1-800-556-1313			1-800-556-1212
CLASSIFICATION	PRECEDENCE	NO. PAGES (Including this Header)	DATE-TIME	MONTH	YEAR	RELEASER'S SIGNATURE
U	R	R	01	01	90	

**REMARKS**

Please pass to CPT Jones, ext. 2134 (Bob, per our telephone conversation today, AI).

**Space below For Communications Center Use Only**

--	--	--

DA FORM 3918-R, JUL 90

DA FORM 3918-R, AUG 72 IS OBSOLETE

This area can be used for narrative, explanation, or further notes if required.

**“DO NOT USE PICTURES, GRAPHICS, OR LOGOS.”**

Figure 5. Sample of a completed DA Form 3918-R

## **Appendix A**

### **References**

#### **Section I**

##### **Related Publications**

###### **AR 25-1**

The Army Information Resources Management Program.

###### **AR 37-1**

Army Accounting and Fund Control.

###### **AR 37-106 with USAREC Suppl 1 thereto**

Finance and Accounting for Installations Travel and Transportation Allowances.

###### **AR 71-13**

The Department of the Army Equipment Authorization and Usage Program.

###### **AR 335-15**

Management Information Control System.

###### **AR 690-700**

Personnel Relations and Services (General).

###### **AR 710-2**

Supply Policy Below the Wholesale Level.

###### **AR 735-5**

Policies and Procedures for Property Accountability.

###### **AR 746-1**

Packaging of Army Materiel for Shipment and Storage.

###### **CTA 50-909**

Field and Garrison Furnishings and Equipment.

###### **DA Pam 710-2-1**

Using Unit Supply System (Manual Procedures).

###### **DA Pam 740-1**

Instructional Guide for Basic Military Preservation and Packing.

###### **FAR**

Federal Acquisition Regulation.

###### **JFTR, Vol 1**

Uniformed Service Members.

###### **JTR, Vol 2**

DOD Civilian Personnel.

###### **UCMJ**

Uniform Code of Military Justice.

###### **USAREC Reg 735-3**

Supply Procedures.

#### **Section II**

##### **Required Forms**

###### **USAREC Fm 591**

Telecommunications Manager's Checklist.

###### **USAREC Fm 980**

Equipment Monthly Maintenance Log.

###### **USAREC Fm 1048**

HQ USAREC Toll Free Number and Communication Tips.

###### **USAREC FL 150**

Unauthorized Toll Calls.

###### **USAREC Label 9**

Communications Reminder.

###### **USAREC Label 12**

Electronic Key Service Unit Warning Label.

###### **USAREC Poster 5**

Is This Call Official?

#### **Section III**

##### **Related Forms**

###### **DA Form 3918-R**

Facsimile Transmittal Header Sheet.

###### **DA Form 3938**

Local Service Request (LSR).

###### **DD Form 428**

Communication Service Authorization.

###### **DD Form 577**

Signature Card.

###### **DD Form 1351-2**

Travel Voucher or Subvoucher.

###### **DD Form 1367**

Commercial Communications Work Order.

###### **SF 1034**

Public Voucher for Purchases and Services Other Than Personal.

###### **SF 1164**

Claim for Reimbursement for Expenditures on Official Business.

###### **USAISC Form 73**

General Purpose Form.

###### **USAISC Label 2**

Classified Information Will Not Be Processed On This Equipment.

**Appendix B**  
**HQ USAREC Toll Free Number and Commu-**  
**nications Tips**

**B-1. General**

At figure B-1 is a copy of USAREC Fm 1048.

- a. Use the least expensive means of calling whenever possible.
- b. Limit your calls to official business.
- c. Do not discuss classified information over the telephone.
- d. Monitoring of telephone calls, to include the use of speaker devices, without consent of all parties, is prohibited.
- e. Do not alter telephone equipment or service in any manner.
- f. Try to complete your business in one call by securing the required information or by leaving a message.
- g. Volunteer your telephone number and best time for you to be contacted in case your call has to be returned.
- h. When placing long distance calls, be aware of the local time at the called station.

**B-2. DSN (Old AUTOVON)**

- a. Every official call placed over DSN instead of telephone company circuits saves you, the taxpayer, money.
  - b. Attempt to place your DSN calls during nonpeak hours (before the beginning of the duty day, during the lunch period, after duty hours).
  - c. DSN prefixes for frequently called locations are usually listed in the military directory for your locations.
  - d. Attempt to place off-net DSN calls, whenever possible. Each call placed in this manner, instead of being direct dialed, saves money.
  - e. The time required to accomplish official business should not exceed 5 minutes.
- NOTE: The command average is 4.8 minutes.

**B-3. Commercial**

- a. Direct dial your calls, whenever possible. Avoid operator-assisted calls.
- b. A 60 percent savings is incurred on all direct-dialed calls placed before 0800.
- c. Direct-dial rates do not apply to coin, credit cards, collect, person-to-person, time and charge, and hotel guest calls charged to another number.
- d. Utilize the HQ USAREC toll-free 800 service (1-800-223-3735, extension 6-XXXX) when calling HQ USAREC. HQ USAREC's toll free number is answered by an auto attendant 24 hours a day. A touchtone telephone is needed. All USAREC numbers are preceded by the digit 6. For example, when calling extension 1077, you must precede the extension by the digit 6 (i.e., 6-1077). This service is for authorized USAREC numbers only.

**FRONT SIDE**

**HQ USAREC TOLL FREE NUMBER**  
(For use of this form see USAREC Reg 25-10)

**INSTRUCTIONS FOR CALLING HQ USAREC**

All States including Alaska or Hawaii	1-800-223-3735
Fort Knox DSN	536-XXXX
Fort Knox Commercial	1-502-626-XXXX (To be used ONLY if 800 service is NOT available)

The HQ USAREC TOLL FREE number is answered by an Auto Attendant 24 hours per day. If using a touch tone phone, you can dial direct if you know the extension number. If you are using a Dial Pulse (Rotary Dial) phone, you must wait for an operator. This service is for AUTHORIZED USAREC numbers ONLY.

USAREC Fm 1048, Rev 1 Jul 95  
(Previous editions are obsolete)

**BACK SIDE**

**COMMUNICATION TIPS**

- USE LEAST EXPENSIVE MEANS OF CALLING.
- LIMIT YOUR CALLS TO OFFICIAL BUSINESS.
- LIMIT ADMINISTRATIVE CALLS TO 5 MINUTES.
- MONITORING OF TELEPHONE CALLS, TO INCLUDE THE USE OF SPEAKER DEVICES, WITHOUT CONSENT OF ALL PARTIES, IS PROHIBITED.
- DO NOT ATTACH PERSONAL EQUIPMENT TO TELEPHONES IN ANY MANNER.
- DO NOT MAKE UNOFFICIAL TELEPHONE CALLS, YOU ARE RESPONSIBLE FOR COST OF CALLS AND EXCISE TAX.
- DO PREPLAN CALLS AND CONDUCT BUSINESS ON A SCHEDULED BASIS AS OPPOSED TO RANDOM CALLING.
- IF THE PERSON YOU ARE CALLING IS OUT, LEAVE A MESSAGE!
- "AS A TAXPAYER, YOU HELP PAY FOR ALL CALLS."
- DO NOT ALLOW OTHERS (NON-USAREC) TO USE GOVERNMENT TELEPHONES FOR NON-GOVERNMENT BUSINESS.
- USE DSN FOR OFFICIAL OVERSEAS CALLS-CONTACT YOUR TCCO.

**Figure B-1. Sample of a USAREC Fm 1048**

**Appendix C**  
**USAREC Labels and Posters**

**C-1. USAREC Label 9 and USAREC Poster 5**

These forms shall be affixed to electronic telephone keysets within USAREC in accordance with figure C-1.

a. This action is specifically applicable to the Inter-Tel GLX Standard Keysets, a component of the MTS which is installed in Rctg Cos, multiperson RS, and GC activities authorized up to six

voice telephone lines.

b. This action is also applicable to CPE electronic keysets which are installed in Rctg Bns. Placement of USAREC Label 9 and USAREC Poster 5 shall follow figure C-1 as closely as possible, but shall be clearly visible to the user.

c. Placement of USAREC Poster 5 on all other electronic telephone keysets within USAREC, shall follow figure C-1 as closely as possible, but shall be clearly visible to the user.

d. USAREC Poster 5 shall be affixed to all

electro-mechanical (rotary) telephone instruments within USAREC, in a clearly visible location.

**C-2. USAREC Label 12**

Applicable only to Inter-Tel GLX KSU, a component of the MTS. USAREC Label 12 shall be affixed to the cover of the MTS or KSU immediately below the INTER-TEL logo in accordance with figure C-2.

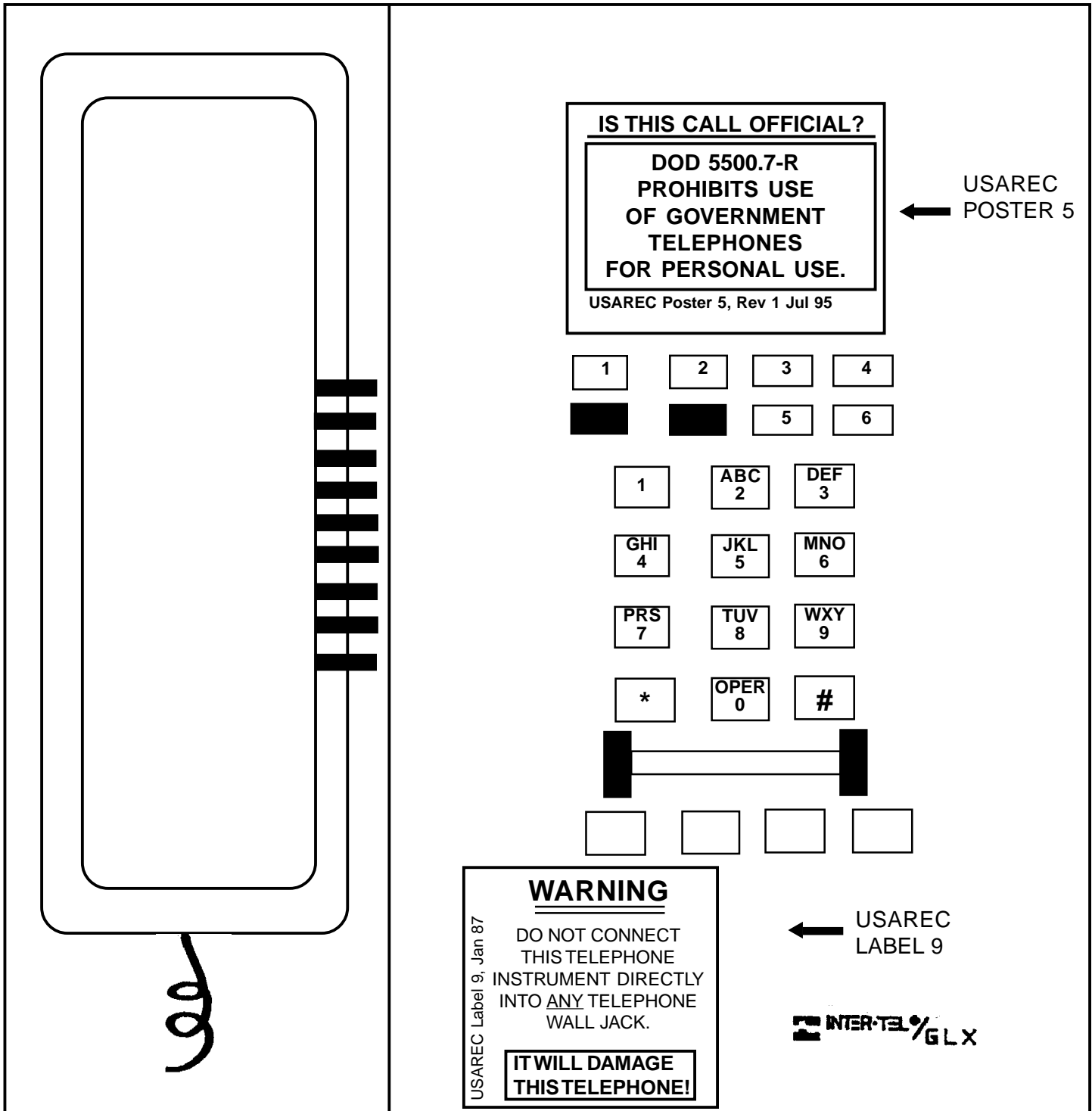


Figure C-1. Sample placement for USAREC Poster 5 and USAREC Label 9





# **WARNING!**

- REPLACE THE AC POWER FUSE WITH A 2-AMPERE, 250-VOLT SLOW-BLOW FUSE ONLY. THIS FUSE IS LOCATED ON SIDE OF KSU BELOW AC POWER SWITCH.
- REPLACE STATION FUSES F1, F2 AND F3 WITH 1-AMPERE, 250-VOLT FUSES ONLY. THE COVER OF THE KSU MUST BE REMOVED TO CHANGE THESE FUSES. THEY ARE LOCATED ON BOTTOM RIGHT CORNER OF THE PRINTED CIRCUIT BOARD.
- OVERFUSING WILL RESULT IN DAMAGE TO THIS EQUIPMENT. REFER TO CHAPTERS 5 & 7 IN THE INTER-TEL GLX INSTALLATION AND FIELD MAINTENANCE MANUAL FOR TROUBLESHOOTING AND MAINTENANCE PROCEDURES.

USAREC Label 12, 1 Jan 88

Figure C-2. Sample placement for USAREC Label 12

## Appendix D

### Telephone Service Basis of Issue

#### D-1. General

The following BOI will be applied to requests for telephone service to ensure that authorized levels and types of service are routinely approved. Requests for exception will be handled on a case-by-case basis. Such requests must include detailed justification and are to be submitted through the Rctg Bde IMO to HQ USAREC. A copy of all approved exceptions to the BOI must be maintained at the Rctg Bn, Rctg Bde, and the applicable activity.

#### D-2. Authorization

Authorization for telephone service is based upon the number of personal authorized and assigned as listed in the TDA. Telephone service for personnel temporarily assigned for periods less than 6 months is not authorized. Normally, temporary employees are not authorized telephone service.

a. Rctg Bn headquarters will normally have no more than:

- (1) One mainline per three authorized and assigned personnel by TDA.
- (2) One instrument per assigned personnel (plus two spares) based on TDA.
- (3) Advertising contractor representatives are to be included in the number of personnel authorized and assigned.

(4) National Guard liaison personnel assigned full-time are to be included in the number of personnel authorized and assigned.

(5) In addition to the above, a nurse recruiter is authorized a dedicated mainline and one instrument.

(6) A nurse counselor is authorized one dedicated mainline.

(7) Eleven more lines to support data and cc:mail requirements; one will be used as a facsimile machine line.

(8) Family support is authorized one dedicated mainline.

(9) For GC with duty at an MEPS, their telephone service will be the responsibility of the Rctg Bn. An MTS or EKTS is authorized for GC. For locations with an MTS, one mainline for each GC not to exceed six lines is authorized. For locations with EKTS, one mainline is authorized for each GC. Each GC clerk and security investigator is authorized an instrument. An additional EKTS instrument, restricted to speed dialing only, is authorized for use by applicants at GC locations. One data line for GC.

b. Rctg Co headquarters are authorized two mainlines and the MTS. Locations equipped with a facsimile machine are authorized one additional line.

c. RS are authorized the following telephone service:

- (1) One-person RS: Two mainlines; MTS.
- (2) Two-person RS: Authorized Government facsimile machine; authorized a third line.
- (3) Three-person RS: Three mainlines; MTS.
- (4) Four-person RS: Three mainlines; MTS.

- (5) Five-person RS: Four mainlines; MTS.
- (6) Six-person RS: Five mainlines; MTS.
- (7) Seven-person RS: Six mainlines; MTS.
- (8) Eight-person RS: Six mainlines; MTS.
- (9) Nine-person RS: Seven mainlines; MTS.
- (10) Ten-person RS: Eight mainlines; MTS.
- (11) Eleven-person RS: Nine mainlines; MTS.
- (12) Twelve-person RS: Ten mainlines; MTS.
- (13) Thirteen-person RS: Ten mainlines; MTS.

d. A recruiting substation, when established by HQ USAREC, is authorized one mainline with one instrument.

e. Telephone service for a canvassing point is not authorized.

f. No telephone service is authorized at a flag stop.

g. Official telephones in military quarters are prohibited. Official telephone service in private quarters or private apartments, even though considered military essential, is prohibited by Federal Statute (31 USC 679).

#### D-3. Special features and service limitations

a. Automatic telephone dialers are not authorized below Rctg Co headquarters level. Requests for such service must document a significant number of repetitive calls to the same telephone numbers. Automatic dialers are authorized at GC shops for use by applicants to limit calls to RS.

b. Installation of telephone answering devices will be limited to those authorized by proper documents. Answering devices are funded for, and obtained through, logistics channels. Communications funds will be used only for installation of the telephone jack required to connect the answering device to a telephone line. Answering machines are authorized by the common table of allowances for the following recruiting activities:

- (1) Rctg Bn.
- (2) Rctg Co.
- (3) RS.
- (4) Recruiting substations (when activated by HQ USAREC).

c. Speakerphones are authorized at the Rctg Bde and Rctg Bn only. The BOI at the Rctg Bn is three speakerphones. Commander-one, executive officer-one, and sergeant major-one.

d. Additional special features such as call forwarding, conferencing, call-hold, call-waiting, and abbreviated dialing will require specific written justification and the approval of HQ USAREC (RCIM-CE).

e. All special equipment such as noisy environment handsets, headsets, and receiver amplifiers will require specific written justification and the approval of HQ USAREC (RCIM-CE). Written justification for exception to policy must be renewed annually per paragraph 5h.

f. Any telephone company (local or long distance) offerings (i.e., voice mail, etc.,) will not be requested and/or accepted without written consent of HQ USAREC.

## **Appendix E**

### **Property Accountability and Control of the Modular Telephone System Equipment**

#### **E-1. General**

The MTS equipment shall be issued in accordance with USAREC Reg 735-3 and the appropriate TDA for each Rctg Co headquarters, multiperson RS, and GC activity having up to six telephone lines.

#### **E-2. Rctg Co headquarters**

The Rctg Bn PBO shall hand receipt the following components of the MTS to each Rctg Co commander as authorized by the TDA for the Rctg Co headquarters:

- a. One KSU with Installation and Field Maintenance Manual. (Manuals are shipped in the box containing the KSU.)
- b. GLX standard keyset telephone instrument with handset cords and owner's guides, as required.
- c. One line cord for each two, TDA-authorized telephone lines.
- d. Station cords in 25', 50', and/or 100' lengths.
- e. Installation hardware: Cable clips, tie-down straps, and modular couplers, as required.
- f. Five 1-ampere, 250 volt fuses (FSN 5920-00-280-8342) and five each 2-ampere, 250 volt slow-blow fuses (FSN 5920-00-228-7882).
- g. One USAREC Label 9 and one USAREC Poster 5 for each telephone.
- h. One USAREC Label 12 for each KSU issued.

#### **E-3. RS**

The Rctg Bn PBO shall hand receipt the following components of each set of the MTS to each Rctg Co commander, who in turn, will hand receipt the components on a TDA-authorized basis to RS commanders:

- a. One KSU with Installation and Field Maintenance Manual for each multiperson RS in the Rctg Co.
- b. GLX standard keyset telephone instrument with handset cords and owner's guides, as required.
- c. One line cord for each two, TDA-authorized telephone lines in each multiperson RS in the Rctg Co.
- d. Station cords in 25', 50', and/or 100' lengths.
- e. Installation hardware: Cable clips, tie-down straps, and modular couplers, as required.
- f. Five each 1-ampere, 250 volt fuses and five each 2-ampere, 250 volt fuses.
- g. One USAREC Label 9 and one USAREC Poster 5 for each instrument issued.
- h. One USAREC Label 12 for each KSU issued.

#### **E-4. GC activities**

For GC activities having up to six telephone lines, the Rctg Bn PBO shall hand receipt the following components of each set of the MTS to each GC

commander as authorized by the TDA:

- a. One KSU with Installation and Field Maintenance Manual for each multiperson RS in the Rctg Co.
- b. GLX standard keyset telephone instrument with handset cords and owner's guides, as required.
- c. One line cord for each two, TDA-authorized telephone lines in each multiperson RS in the Rctg Co.
- d. Station cords in 25', 50', and/or 100' lengths.
- e. Installation hardware: Cable clips, tie-down straps, and modular couplers, as required.
- f. Five each 1-ampere, 250 volt fuses and five each 2-ampere, 250 volt fuses.
- g. One USAREC Label 9 and one USAREC Poster 5 for each telephone instrument issued.
- h. One USAREC Label 12 for each KSU issued.

## Glossary

### Section I Abbreviations

#### ARADS

Army Recruiting and Accession Data System

#### ASDC

Agency Service Deliver Center

#### BOI

basis of issue

#### CCWO

commercial communications work order

#### CO

contracting officer

#### CPE

customer premise equipment

#### CSA

communications service authorization

#### DAR

designated agency representative

#### DDD

direct distant dialing

#### DOIM

Director of Information Management

#### DSN

Defense Switched Network

#### DTS

Defense Telephone System

#### EKTS

electronic key telephone sets

#### FAO

finance and accounting officer

#### FX

foreign exchange

#### GC

guidance counselor

#### GSA

General Services Administration

#### HQ USAISC

Headquarters, United States Army Information Systems Command

#### HQ USAREC

Headquarters, United States Army Recruiting Command

#### IMA

Information Mission Area

#### IMO

information management officer

#### JOIN

Joint Optical Information Network

#### KSU

key service unit

#### MEPS

Military Entrance Processing Station

#### MTS

modular telephone system

#### OPX

off-premise extension

#### PBO

property book officer

#### PM

preventive maintenance

#### POTS

purchase of telephone service

#### Rctg Bde

recruiting brigade

#### Rctg Bn

recruiting battalion

#### Rctg Co

recruiting company

#### RDC

regional data center

#### RFS

request for service

#### RS

recruiting station

#### RSC

United States Army Recruiting Support Command

#### RSID

recruiting station identification

#### TCCO

telecommunications control officer

#### TDA

tables of distribution and allowances

#### TDY

temporary duty

#### TSR

telecommunications service request

#### USAISC

United States Army Information Systems Command

#### USAISC-USAREC

United States Army Information Systems Command-United States Army Recruiting Command

#### USARCCO

United States Army Commercial Communications Office

#### USAREC

United States Army Recruiting Command

#### WATS

Wide Area Telephone Service

### Section II

#### Terms

#### AB box/ABC switch

Data switchable line-sharing device. Allows two or more devices to share a common line but not at the same time.

#### activity

A Department of the Army recruiting unit or organization performing a specific function.

#### authorization

The process by which a telephone call is approved, which results in additional costs to the Government (e.g., toll). Usually this is done by the TCCO.

#### automatic digital network

A worldwide automatic communications system which provides automatic data and message service for the Department of Defense and certain non-Department of Defense subscribers. It is a common-user network in the Defense Communications System.

#### base communications

Administrative telecommunications services provided for the operation of military posts, camp installations, stations, or Department of the Army activities. This includes the installation, operation, maintenance, augmentation, modification, and rehabilitation of telecommunications networks, systems, facilities, and equipment which provides local and intrapost communications, to include off-post extensions.

#### call forwarding

Automatic rerouting of calls from one location to another.

#### call hold

An existing call can be placed on hold while an incoming call is answered on a single-line instrument.

#### call waiting

A call in progress is interrupted by a tone indicating another call is being attempted to that number.

#### canvassing point

A temporary recruiting location established for a

limited period of time to determine market potential. Same as itinerary stop.

**certification**

The process by which the telephone bill is annotated to be correct. This process is the acknowledgment that all calls were approved and official. Accomplished by the TCCO or designated individual.

**circuit**

An electronic path between two or more points capable of providing two-way communications.

**circuit usage**

Total time a circuit is in use, measured in minutes for long distance toll, in tenths of hours for WATS for all hours contracted for, and in additional message units in areas where message rate service is utilized.

**collect call**

A call placed through the operator and charged to the called number.

**common carrier**

Any person, partnership, association, joint-stock company, trust, governmental body, or corporation engaged in the business of providing telecommunications services to the general public, and authorized or franchised by the Federal Communications Commission or any other appropriate governmental regulatory body.

**common-user telecommunications**

These are official Army telecommunications services available to all authorized users.

**communications-electronics**

A post DOIM information management supporting office for communications-electronics assistance.

**communications service authorization**

The CSA (DD Form 428) is the form prescribed for use in procuring leased communications services under the terms of general agreements with common carriers.

**conference calling**

Telephone call comprised of three or more parties.

**contracting officer**

A military or Department of the Army civilian employee who has been delegated authority for the execution, distribution, and administration of all telecommunications service contracts within a designated area, consisting of one or more Army installation or activity. Authority for such contracting will be in accordance with procedures outlined in the Federal Acquisition Regulation.

**contracting officer's representative**

A military or Department of the Army civilian

employee who has been appointed by a CO, in writing, to act as their authorized representative in administering a contract. The written designation will clearly define the scope and limitations of the authority delegated to the contracting officer's representative.

**customer or user**

The requestor and recipient of local telecommunications services.

**customer premise equipment**

Common name for those Government-owned EKTS that are installed in USAREC Rctg Bns and GC activities authorized seven or more voice telephone lines.

**data**

Information conveyed by the discrete variation of one or more parameters. Record communications.

**data set**

A device which converts the signals of a business machine to signals that are suitable for transmission over communications lines.

**Defense Commercial Communications Office**

Subordinate activity of the Defense Communications Agency. Responsible for providing CSA when needed.

**Defense Metropolitan Area Telephone System**

A centrally managed Department of Defense telephone service program for military activities in specified metropolitan areas.

**Defense Switched Network**

The principle long-haul, voice communications network which provides both secure and unsecure, direct distance services worldwide through a system of Government-owned and leased digital switching facilities. This network replaced the antiquated Automatic Voice Network (AUTO-VON).

**economic analysis**

An analysis of stated communications-electronics requirements to ensure the most cost-effective alternative which satisfies the requirement and is consistent with Army objectives and practices is selected.

**electronic key telephone system**

Electronic telephone equipment consisting of six-button or larger capacity telephone instruments, KSU, multiple features, and winking lights. See also modular telephone system.

**Electronic Switching System**

Fully electronic, efficient, state-of-the-art telephone systems.

**facsimile**

Transmission of pictures, maps, diagrams, etc.

The image is scanned at the transmitter, reconstructed at the receiving station and duplicated on some form of paper.

**flag stop**

Rent-free space where recruiting publicity materials are placed. Not authorized telephone service.

**foreign exchange**

A number assigned to a telephone instrument located in a different telephone exchange area.

**GSA customer account number**

Applicable to the GSA Telecommunications System. A six-digit number, assigned by GSA, identifying the GSA switchboard location (first three digits), type of service (fourth digit), and the customer (last two digits). This number is used for billing purposes and customer identification.

**key telephone equipment**

Telephone equipment consisting of six-button or larger capacity telephone instruments with hold feature and winking lights.

**Local Service Request**

DA Form 3938 is used for procuring local base communications services.

**long-distance call**

An itemized call on a telephone bill.

**mainline**

A telephone line with its own seven-digit number. Multiple appearances of the same number are called extensions.

**maximum limit/communications service authorization**

A requirement-type contract for leased communications services written on DD Form 428 containing clauses authorizing specific services, circuits or equipment, with maximum price ceilings or a series of ceilings for the stated services. The maximum limit/communications service authorization may also provide limited authority to designated individuals to effect modifications in the service within specified dollar ceilings.

**modem**

Contraction of the two words modular-demodular. A device which converts signals transmitted over communications facilities. Telephone company personnel use the term data set to describe their modems.

**modular telephone system**

A Government-owned EKTS (Inter-Tel Model GLX 6/12) that is installed in all USAREC Rctg Cos, multiperson RS, and GC activities authorized up to six voice telephone lines.

**National Capital Region**

The National Capital Region includes the District of Columbia, Montgomery, and Prince Georges

Counties in Maryland, Arlington, Fairfax, Loudoun, Prince William Counties in Virginia, and cities of Alexandria, Fairfax, and Falls Church in Virginia (DOD 5160.9). The Defense Telephone Service-Washington provides the administrative telephone services, to include continental United States DSN service to the entire National Capital Region.

#### **office telephone monitoring**

Listening to or recording office telephone conversations by use of mechanical, acoustical, or electronic devices or recording by written means, for the purpose of obtaining an exact reproduction or a summary of the substance of the telephone conversation, including speakerphones. Specifically prohibited.

#### **off-premise extension**

An extension telephone, not at the same location where the main station or private branch exchange is located.

#### **post DOIM communications-electronics office**

A local communications-electronics office responsible for providing assistance and coordination of telecommunications requirements for Army installations or activities within a specific geographical area.

#### **private branch exchange**

A switching system providing internal telephone communications between stations served by the private branch exchange.

#### **purchase of telephone service**

Contracts recently negotiated by GSA to provide a significant opportunity to procure high quality telephone equipment and services at a substantial savings.

#### **recruiting station**

A permanent location at a facility which is manned on a full-time basis by one or more recruiters for the purpose of conducting recruiting operations.

#### **review and revalidation of services**

Actions involving the review and rejustification of existing services. Includes revalidation of the continued use of services in terms of operational necessity and cost effectiveness.

#### **special managed services**

Services such as DSN, WATS, FX lines, and OPX.

#### **standby equipment**

Equipment authorized in accordance with AR 71-13 to ensure continuous operations.

#### **substation**

A permanent location utilized by one or more recruiters on a part-time (minimum 3 days per week) regular basis to conduct recruiting operations.

#### **telecommunications**

Telecommunications services are those Government or leased services provided by all types of systems and facilities that employ electric or points by means of radio, wire, cable, satellite, and other electronic media. Included are telephone, telegraph, teletypewriter, data transmission, nontactical radio, facsimile, and television transmission services, as well as terminal devices, transmission facilities, and other components of the systems that supply these services. Also included are all local post, camp, or station fixed, or mobile facilities that are interconnected to systems providing these types of services.

#### **telecommunications control officer**

Designated officer or General Schedule civilian responsible for the administration of the unit telecommunications program.

#### **third-party call**

An operator-assisted toll call in which the call is charged to a telephone number other than the one being called or called from.

#### **tone-signalling**

See touchtone.

#### **touchtone**

A registered service mark of AT&T Company which identifies its push-button dialing service. A general term is tone-signalling.

#### **United States Army Commercial Communications Office**

A field operating activity under the command of the Commanding General, USAISC, which provides centralized management of the Army's worldwide leased long-hauled telecommunications program; serves as the Army's interface with the Defense Commercial Communications Office and GSA on telecommunications matters.

#### **urgent operational requirement**

A validated telecommunications requirement for which the desired service date provides shorter lead-time than that specified for routine service. (Should not substitute for poor planning.)

#### **validation of requirements**

Actions involving evaluation and acceptance of a requirement at the various command levels. Validation does not constitute approval of the requirements and will not be used as a basis for commitment of resources.

#### **verification**

The process by which the local telephone toll bill or other charges are checked against the list of authorized toll calls or charges, thus all charges are "verified" as being correct and payable.